

Kyle Bramwell

(304) 350-2430 | kraftingkage@gmail.com | <https://github.com/kraftingkage>

Experience

Navy Federal Credit Union | Winchester, VA

Business Support Specialist Year-Round Intern | 10/2022 - Present

- Worked with an Agile team to successfully test and implement new and improved macros and scripts for our consumer lending systems.
- Maintained documentation library to ensure accurate replication of processes.
- Ensure software/systems meet regulatory and procedural requirements.
- Researched, developed and recommended enhancements to improve operational processes and procedures.

Navy Federal Credit Union | Winchester, Virginia

Desktop Support Summer Intern | 06/2022 - 10/2022

- Provided tier-two technical support to 2,500+ employees.
- Configured and deployed thin clients for hybrid working environment.
- Responsible for logistics and planning of several 30-75 hybrid desk conversions.
- Responsible for ensuring all disks are wiped and formatted to meet information security standards.
- Proficient with industry standard ticketing system

Jimmy John's | Winchester, Virginia

Delivery Specialist | 09/2021 - 06/2022

- Delivered customer food in 10 minutes or less.
- Extensive experience addressing customer issues with courtesy to customer experience.
- Achieved Jimmy John's Rockstar Level by consistently meeting high standards for quality and performance.

Walmart | Winchester, Virginia

Front End Team Associate | 04/2020 - 04/2021

- Resolved customer disputes efficiently.
- Handled point-of-sale transactions, including checks, cash, and credit transactions.
- Ensured compliance with Virginia ABC laws by inspecting customer identification 100% of the time.

Dairy Queen | Inwood, WV

Drive-through Cashier | 06/2019 - 08/2020

- Ensured orders taken were accurately translated to point-of-sale system.
- Processed payments through point-of-sale system.
- Oversaw on-hand stock and inventory for front-end products.

Education

Shepherd University | Shepherdstown, WV

B.S. Computer & Information Science | 05/2024

Anticipated graduation 05/2024

Blue Ridge Community and Technical College | Martinsburg, WV

Software Programming Dual-Enrollment | 05/2021

Enrolled & completed 30 credits adjunct to highschool senior classes

Skills

Debugging & Troubleshooting, SQL, ServiceNow, Customer service, Software Development, SharePoint, Java, Python, CSS, HTML, C#