

# Sean Meenaghan

Software Engineer | Lynnwood, WA | (360) 391-1345 | [seanmeenaghan@gmail.com](mailto:seanmeenaghan@gmail.com)  
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## OBJECTIVE

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Experienced problem solver pursuing employment with an organization where meaningful contributions can be made while continuously learning more by working on challenging projects and from the infinite wisdom of others.

## KEY SKILLS / LANGUAGES

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- Proficient: Java (Spring), JavaScript (ReactJS), SQL (MySQL, PostgreSQL), HTML/CSS
- Competent: Python
- Technologies: Git, AWS (Amplify, RDS, EC2), O365 Suite, ServiceNow ITSM, Windows & macOS.

## CERTIFICATIONS

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- CompTIA A+ | CompTIA Network+ | CompTIA Project+ | AXELOS ITIL V4 Foundation

## EDUCATION

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### Bachelor of Science in Software Development – Western Governors University

- Attended March 2019 – January 2022 (graduation)

## PROJECTS

(MORE + DETAILS AVAILABLE AT MY GITHUB PROFILE)

### Customer Appointment Scheduling Application

Java, MySQL

- Java GUI time-keeping application. Connected to an AWS RDS MySQL database instance via JSch and JDBC.
- Password protected application allows users to login and manage customer and appointment data.
- Custom data access objects (DAO) responsible for performing CRUD operations on database tables.
- Designed to support users from various time zones, making use of Localization and Date/Time APIs.

### React Quiz App

ReactJS

- Component-based quiz app built using the ReactJS library. Allows user to complete a quiz.
- Built using functional components and hooks only.
- Keeps track of score, the selected answer to each question, and displays the user's final score upon quiz submittal.

## WORK EXPERIENCE

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### Service Desk Analyst Tier I (Remote) | Starbucks Coffee Company

November 2021 – Present; contract with Apex Systems, LLC.

- Confidently provides technical troubleshooting expertise to over 15,000 retail stores and hundreds of remote end users.
- Empathetically resolves technical issues spanning hardware failures, software malfunctions, & network related incidents.
- Ambitiously analyzes technical issues applying knowledge of Windows, macOS, Android, and iOS.
- Enthusiastically solves problems under pressure, maintaining a high volume of calls each day.
- Communicates well with non-technical audiences; educates others to facilitate a better understanding of technology.
- Collaborates with remote teams to solve problems, utilizing tools including remote support technologies, software configuration management, knowledge base resources, and ITIL best practices.

### Service Desk Analyst Tier I (Remote) | Starbucks Coffee Company

May 1<sup>st</sup>, 2020 – November 1<sup>st</sup>, 2020 (6-Month internal contract), previously Barista since February 2019

- Role description above applies.

### Structural Welder | Nichols Brothers Boat Builders

May 2015 – September 2018