Sean Meenaghan

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View my LinkedIn Profile | View my GitHub Profile | Visit my website

OBJECTIVE

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

KEY SKILLS / LANGUAGES

- Proficient: Java (Spring), JavaScript, Python, SQL (MySQL & PostgreSQL)
- Competent: HTML5, CSS3
- Technologies: Git, AWS (Amplify, RDS, EC2), O365 Suite, ServiceNow ITSM, Windows & macOS.

CERTIFICATIONS

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

EDUCATION

Bachelor of Science in Software Development – Western Governors University

- Attended March 2019 – January 2022 (graduation)

PROJECTS   (MORE 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 responsible for performing CRUD operations on database tables.
- Designed to support users from various time zones, making use of Localization and Date/Time APIs.

WORK EXPERIENCE

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

- November 2021 – Present; contract with Apex Systems, LLC.
- Provides technical troubleshooting expertise to over 15,000 retail stores and hundreds of remote end users.
- Windows, macOS, iOS, and Android OS knowledge utilized providing resolution to a wide variety of incidents.
- Technical issues span hardware failures, software errors, and network related incidents.
- Highly detailed, complete, and professional documentation provided in trouble tickets within ITSM.
- Makes excellent use of tools including remote support technologies, resources, ITIL practices, and teamwork with colleagues to provide incident resolution or escalation to advanced support teams where required.

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

- May 2020 – November 2020 (6-Month internal contract), previously Barista since February 2019
- Current role description above applies.

Structural Welder | Nichols Brothers Boat Builders

- May 2015 – September 2018
- WA State full-time apprenticeship providing on-the-job training in multiple welding processes in a shipyard environment.

ATTRIBUTES / SOFT SKILLS

- Ambitious learner
- Empathetic
- Positive; growth mindset.
- Confident & curious.
- Strong interpersonal communication skills.
- Enthusiastic to solve interesting problems.
- Strong analytical abilities
- Fully vaccinated against COVID-19.