

Sean Meenaghan

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OBJECTIVE

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

- 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

- 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 + 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.

Quiz Generator Web App

ReactJS

- ReactJS web application. Core functionality allows a user to create their own multiple-choice quizzes.
- Quizzes can have any number of questions; each question has 2+ answers w/ one correct answer indicated.
- Full-stack application & current work in progress. Utilizes functional components with hooks (no class components).

WORK EXPERIENCE

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 1st, 2020 – November 1st, 2020 (6-Month internal contract), previously Barista since February 2019

- Role description above applies.

Structural Welder | Nichols Brothers Boat Builders

May 2015 – September 2018