

Sean Meenaghan

Software Engineer | Lynnwood, WA | (360) 391-1345 | seanmeenaghan@gmail.com
[My LinkedIn Profile](#) | [My GitHub Profile](#) | [Visit my website](#)

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, GitHub, AWS (Amplify, RDS, EC2), O365 Suite, ServiceNow ITSM, Windows, macOS, Android, iOS.

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 or more answers w/ one correct answer indicated.
- Full-stack application & current work in progress. Utilizes function components with hooks.

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 hardware failures, software malfunctions, network related incidents.
- Meets or exceeded call-handling time expectations, first-contact resolution >50% and >=100 contacts made per week.
- Communicates well with non-technical audiences; educates others to facilitate a better understanding of technology.
- Created a Python script for retrieving MacBook FileVault recovery keys using the JAMF Pro API, decreasing retrieval time of FileVault keys for MacBooks by 10x, a high-volume call for the Service Desk.

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

- WA state apprenticeship, full-time on-the-job, over 6,000 hours completed, progressively increased skillset & reduced dependency on journeyman welders, working safely & productively in production of steel ocean-fairing vessels.