

# Brandon Starkweather

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## Skills

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**Software Experience:** Java, Spring Framework, RESTful architecture, MVC, MVVM

**Certs:** AWS Practitioner, ITIL Foundation, Project +, User Interface Design, Advanced HTML5 & CSS3 Specialist

## Experience

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**Desktop Support Specialist**, Charter Communications – East Syracuse, NY Oct 2019 – Apr 2025

- Managed end-user accounts and permissions according to security best practices, reducing unauthorized access incidents by 30%
- Collaborated with business partners to optimize scheduling of repair jobs, minimizing resource disruptions by 25%
- Implemented streamlined troubleshooting procedures, cutting resolution time from 45 to 20 minutes

**Technical Support Specialist**, CBORD – Ithaca, NY Jun 2018 – Oct 2019

- Resolved high-level technical inquiries via multiple channels while maintaining 95% customer satisfaction
- Diagnosed complex software issues, reducing average case resolution time by 20%
- Developed documentation for common technical issues, decreasing repeat incidents by 15%

**POS Coordinator**, Sally Beauty – Denton, TX Aug 2015 – Apr 2018

- Ensured maximum POS uptime across 500+ retail locations, achieving 99.8% system availability
- Supported Windows laptops and Apple iPads, resolving an average of 40 tickets weekly
- Managed 2-factor authentication tokens and user accounts via MS Active Directory
- Led 3-week training program for new hires, improving onboarding efficiency by 30%
- Guided customers through POS system upgrades, minimizing downtime during transitions

## Projects

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**Inventory Audit - Barcode Scanner** Google Play Store

- Developed Android application that streamlines inventory management through barcode scanning
- Focused on implementing best modern major practices to complete my education
- Java, Kotlin, MVVM, Room DB, Hilt DI, CameraX, ML Kit

**Carpe Diem** [brandonstarkweather.com/carpe\\_diem.html](https://brandonstarkweather.com/carpe_diem.html)

- Hand coded Daily Dashboard to help get the day started right by focusing on only what is needed
- Makes use of various APIs that are publicly available online
- HTML5, CSS3, JS, Bootstrap 5, Various Web APIs

## Education

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**WGU** – Bachelors in Software Engineering April 2025