



Bradley P. Starks III

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Work Experience

Jive Communications, Inc.

July 2013 – February 2015

Technical Support Agent -> Junior Software Developer -> Head of Quality Review for Tech Support Orem, Utah

- Troubleshooting for VoIP Software and Networking issues for both small and large networks
- Utilizing Java, JavaScript, and PostgreSQL to assist in fixing over 40 software bugs and DB glitches
- Coached 30+ technical support agents in call management, increasing customer satisfaction by 30%

Elemental Tae Kwon Do

January 2010 – July 2014

Head Instructor and School Owner

Various locations

- Single-handedly owned and operated a martial arts school with 10 classes per week
- Coached students from 4-47 yrs. on bettering their lives using martial arts as a pathway to happiness
- Increased total revenue by at least 100% every year for four years.

Verisk Health

December 2012 – July 2013

MIPS (Medical Information Processing System) Agent

Sandy, Utah

- Processed on average 300 medical documents per day using patented software
- Internationally ranked the 2nd quickest and most efficient MIPS agent in June and July of 2013

Education

Tech Skills Technology College

July – December 2008

Training in Computer Programming and Repair

Sandy, Utah

- Firm understanding of A+
- Understanding of Networking via Network+
- Understanding and practicing of C#
- Understanding of standard security practices through Security+ courses
- Final GPA 3.8

Copper Hills High School

September 2002 – June 2005

High School Diploma with an emphasis in Computer Programming and Japanese

West Jordan, Utah

- Received one of the top grades in the class for Programming I (Visual BASIC)
- Final GPA 3.6

Current Certifications

CISCO

April 2014 – April 2017

- CCENT – Certificate Verification No. V417444168295HKYJ

Service

Martial Arts Instructor

November 2013 – July 2014

- Orem, Utah: Held free, weekly lessons for students of all ages at a local church building to help promote healthy living and instill self-confidence through martial arts and physical activity

Other

Basic Computer Skills: Windows, Mac, Microsoft Office, 80+ WPM, 10,000+ KPH

Adv. Computer Skills: A+, Networking, Java, JavaScript, jQuery, C#, SQL, CSS, and HTML5

Language Skills: Conversational Japanese, minimal Spanish and Korean

Interests: Martial Arts, religion, helping others, web design, electronics, video games, languages, traveling, guitar, piano