

# JOEL DURAN

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## EXPERIENCE

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### IBM | Washington D.C. & NYC

#### *Technology Consultant (Previously: Intern Summer 2018)*

(March 2019 - Present)

- **Created & launched internal site** using internal CMS for new Mainframe as a Service (MFaaS, zCloud) offering.
- Gathered requirements, moderated discussions through meetings that aligned stakeholder priorities, and centralized information with creation of internal site. Saving internal contract discussions **10% of time allocation**.
- Utilized **Power BI** to create dashboards that displayed KPIs e.g., average time to close, # of tickets open.
- **Help Desk Technician closing 1,100+ tickets** working with cross-functional teams (Engineering, Infrastructure, Ops) to solution customer issues **totaling about 20% of tickets closed**.
- Pushing our client's users through application workflows on **average 10 hours quicker** leveraging SQL scripts to automate solutions for client inquiries and submitting Change Request & Defect Reports for Program Backlog.
- **Automated password login resets for 2 applications** with Selenium; for about **10,000+ users**.

#### *Program Manager*

(Oct 2015 - Aug 2017)

- Expanded IBM's internship program at flagship 9-14 P-TECH school with **partnerships at Etsy, BK Navy Yard**, etc.
- Supervised over 44 IBM interns (**Budget est. \$120K**) at different sites spread across NYC.
- Managed onboarding with Trello and expedited the **setup of 60+ workstations** (macOS & Windows) which resulted in both interns and full-time employees becoming **productive 2 days sooner than average**.
- Organized over **10 events with budgets up to \$5,000** to further IBM's Corporate Citizenship mission.

### University at Albany, SUNY | Albany, NY

#### *Student Association (SA) Information Technology Director*

(May 2017 - May 2018)

- Updated SA sites & transferred the site to Squarespace to expedite **30+ content change request/month**.
- Created Surveys for pre & post event feedback using Google Forms with over **2,000+ responses**.
- Concert Assistant; coordinated acts (Big Sean) in **SEFCU Arena with over 2,500+ in attendance**.

## SKILLS & MISC

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#### Programming Languages

HTML, CSS, JavaScript/ES6, React, Java, Python, & SQL

#### Certifications & Technologies

Jira, Git, AWS([Cloud Practitioner](#) | [Solutions Architect](#)), Power BI, Tableau, [Big Data](#), [IC Agile](#)

#### Volunteering

[National Audubon Society](#) (Created Access DB to track volunteers) & [P-TECH Mentor](#) (Supporting Brooklyn Students w/ Resumes & Panels)

#### Interests

NY Sports (Student Athlete), Dancing (Bachata & Salsa), [Medium Blog](#)

#### Press

[CodeAcademy](#) (CEO Zach Sims), [EdSurge](#) (Mary Jo – Quoted), [IBM Exec Book](#) (Stan Litow), [IBM Blog](#) (P-TECH Ambassador)

## PROJECT

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### Gen's Collective (E-Commerce) | [gens-collective.myshopify.com](https://gens-collective.myshopify.com)

(June 2020)

- Created and optimized e-commerce site for a local hand-made mask shop. **\$3,000 in revenue within 60 days**.

**Technologies:** Shopify, Liquid, Adobe CC.

## EDUCATION

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### University at Albany, SUNY | Albany, NY

December 2018

B.A. Major: **Computer Science** & Minor: Informatics