

MATTHEW DURAN

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Portland, OR

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EXPERIENCE

Database Project Lead

Camp Fire Columbia

August 2019 – Ongoing

Portland, OR

- Point of contact for transition from current Student Information System to new platform
- Wrote documentation for new platforms and conducted surveys to determine how well they would fit the organization.
- Wrote Python programs to automate existing data manipulations and tasks, reducing time spent.
- Migrated existing SQL database to new platforms
- Discovered and reported a vulnerability in vendor platform that exposed student schedule information

Research Assistant

Computer Science Dept. PSU

August 2019 – September 2019

Portland, OR

- Accepted into Summer Undergraduate Research Experience with Dr. Charles Wright
- Assisted in application development for Crypto Crumple research paper.
- Developed Python program to encrypt pertinent system records to protect privacy.

Contract Reporting Analyst

Camp Fire Columbia

December 2018 – April 2019

Portland, OR

- Created a new reporting system for the organization to track hours spent with youth for grant requirements.
- Automated data collection with Google Scripts.
- Migrated data tracker from Excel to Google Suite.

Helpdesk Analyst

Cascade Energy

September 2017 – September 2018

Portland, OR

- Provided technical support remotely and in-person for 150+ users across the country for desktops and hardware.
- Administered existing IT systems, including but not limited to WDS, WSUS, VoIP, Group Policy, users and computers in AD/DS, Virus protection, and Phishing testing through KnowB4.
- Updated in enrolling and assigning permissions through Swagger and AWS for the SENSI Energy Management System.
- Assisted in onboarding new employees.

Reporting Analyst

Kroger

November 2016 – June 2017

Portland, OR

- Created automation tools and work flows that allow key stakeholders to clearly understand what the data is stating to make informed decisions.
- Pull and store data from multiple systems; Business Objects, Avaya CMS, ePower Center, VMWare Service Manager, and other departments.
- Perform Data analysis on employee performance, departmental performance, contact drivers, and other key data points as needed.
- Maintain and develop tools for automation of reports with Powershell and VB .Net.

SOFTSKILLS

Learning Potential

Team Work

Organization

Flexibility

Professionalism

Responsibility

MultiTasking

Work Under Pressure

PROFESSIONAL SKILLS

Python

C++

SQL

Git

Latex



STRENGTHS

• Development

Python

C++

SQL

Git

Objection

• Development Tools – DB

MS SQL

MySQL

• Development Tools – IDE

Vim

IntelliJ

Codeblocks

SQL Server Management Studio

EDUCATION

B.Sc. in Computer Science and Applied Mathematics

Portland State University

Sept 2019 – Current

A.Sc. in Computer Science

Portland Community College

June 2018 – Sept 2019

EXPERIENCE

Help Desk Analyst 2

Kroger

📅 September 2015 – November 2016 📍 Portland, OR

- Started as Help Desk Analyst 1, was promoted to Help Desk Analyst 2 in 08/2016
- Provide technical support via phone or remote desktop
- Complete and document all calls in VMWare Service Manager
- Escalate and monitor tickets through internal support layers to issue resolution
- Dispatch vendors or division contacts as required for on-site repairs
- Clearly communicate technical analysis and author articles through written documentation within knowledge base
- Manage end user Citrix sessions
- Manage VPN token passwords through Active Directory
- Maintained in house software that reported which were offline at the store level

Client Specialist

Washington Health Benefit Exchange

📅 November 2014 – August 2015 📍 Olympia, WA

- Started as a Resolution Verification Analyst, was promoted to Client Specialist 03/2015
- Managed multiple clients and maintained their cases as a main point of contact through till resolution
- Coordinated urgent cases assigned from the Office of Insurance Commissioner, Governors office, and Media.
- Conducted outreach for multiple clients through email and phone.
- Documented issues through Zendesk ticketing system and Microsoft CRM referral system.

Help Desk Analyst

Townsend Security

📅 September 2011 – September 2012 📍 Olympia, WA

- Worked in IBM AS400 environment with AES, SSH, and PGP programs
- Answered and resolved phone, email and web-based support ticket inquiries from customers
- Documented customer issues in Salesforce ticketing system
- Researched and replicated software bugs
- Escalated critical customer problems to the internal development team
- Provided 24/7 support on a rotating basis throughout the year
- Participated in periodic product training sessions
- Documented technical solutions, including writing guides for customers
- Tested software applications and patches

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