

Suriana Rodriguez



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Experience

IBM

Electronic Lab Technician Apprentice

August 2018 – Present

- ❖ Responsible for fulfillment test and final inspection of IBM Z-System mainframe, a \$2.18 billion revenue generator for IBM
- ❖ Make problem-solving and troubleshooting decisions about the test process based on the available data and defects
- ❖ Communicate with other technicians and engineers about system failures and collaborate to come up with a solution path
- ❖ Complete the required modules, work processes and competencies for the apprenticeship program

Lowe's Home Improvement

Fulfillment Clerk

March 2018 – July 2018

- ❖ Responded to customer inquiries and supported them throughout their shopping experience, including promoting customer loyalty plans and/or extended protection/replacement plans where appropriate
- ❖ Assisted customers with all of their shopping needs such as making a selection, demonstration, preparation and loading of merchandise.
- ❖ Processed and tendered online orders and assisted customers when picking up products.

IBM

Intern

July 2017 – August 2017

- ❖ Maintained a website that was used to keep track of the nodes, their ownership, location and activities, using a variety of coding languages while also dealing with hardware.
- ❖ Performed node defect analysis and solution. Communicated with technical support to solve defects
- ❖ Professional development

Newburgh Armory Unity Center

September 2016 – November 2017

Facilitator

- ❖ Taught 2nd-8th grade students structural programming and coding languages
- ❖ Created motivating and engaging lesson plans and wrote code to support lessons
- ❖ Managed student progress and data while collaborating with co-facilitators

Education

Newburgh P-TECH School

- ★ High school Diploma
- Graduated 2018

SUNY Orange

- ★ AAS Degree in Cyber Security
- Graduated 2018

SUNY Dutchess

- ★ AS Degree in Engineering
- present

SKILLS

PROFESSIONAL:

- ❖ Bilingual: Spanish/English
- ❖ Public Speaking
- ❖ Collaboration
- ❖ Communication
- ❖ Organization
- ❖ Community-Minded
- ❖ Problem Solving

TECHNICAL:

- ❖ Html, CSS, JavaScript
- ❖ LINUX
- ❖ Microsoft Suite
- ❖ Structural programming
- ❖ Web Page Design

EXTRA-CURRICULAR/Community Service]

- ❖ 2019 CES Keynote featured panelist
Assisted IBM's CEO, Ginni Rometty, in presenting the coalition of the Apprenticeship program, and worked alongside other IBM employees to set up meetings with other companies representatives. Also led tours for conference attendees.
- ❖ Global to Local (2016-2018)
Co-founded a student-led global service learning program in which students fundraise to travel overseas to volunteer for ten days, then return to our city to act as Project Managers for local, community-based impact projects.
- ❖ Newburgh Youth Leadership Summit and Enlightenment Expo
Project leader of advertising and food service. This event provided a forum for young people in Newburgh to share their ideas, do some forward thinking about the future of our city and celebrate the hope and resilience of Newburgh residents.
- ❖ TEDx Newburgh (2017-Present)
Curator and Guest Experience Executive. Worked directly with performers to develop their talks and practice with them. In charge of making sure that guests have their best experience