

JOSUE LUNA

JosueRobLuna@gmail.com • (646) 670-1717 • 2254 Homer Ave, Bronx, NY 10473

EDUCATION

New York Code + Design Academy, New York, NY
Web Development Intensive Program

March 2018

Syracuse University, *School of Information Studies*, Syracuse, NY
Bachelor of Science Degree

May 2016

Major: Information Management & Technology

Relevant coursework: Intro to IT, Introduction to Computer Networking, Applications Programming for Information Systems, Introduction to Information Security, Information Analysis of Organizational Systems, Introduction to Database Management and Administration, Information Risk Management

WORK & LEADERSHIP EXPERIENCE

Technical Support Specialist, *NYC & Company*, New York, NY

July 2016–July 2017

- Maintained record of daily data communication transactions, problems, and installation activities
- Managed helpdesk, which provides support to 200 employees concerning technical issues
- Reset passwords and managed permissions for users using Active Directory
- Updated technical manuals, inventory spreadsheets, and floor plans
- Troubleshoot issues include but not limited to Microsoft Outlook, iOS and Android devices, and Citrix desktop receiver

Ambassador, *Sponsors for Educational Opportunity (SEO)*, New York, NY

February 2010–Present

- Participate in competitive extracurricular program for low-income, high-achieving students in NYC public schools
- Represent SEO at fundraising events; network with donors and share personal experiences

Director of Administration, *Lambda Upsilon Lambda Fraternity*, Syracuse, NY

April 2014–May 2016

- Communicated with other campus organizations to create partnerships and joint programming
- Represented the fraternity at National Association of Latino Fraternal Organizations (NALFO) meetings
- Managed social media for fraternity, including photographing events, writing updates, and determining strategic timeline

Participant, *Internet Governance Forum*, Syracuse, NY

November 2015–December 2015

- Participated in the 10th annual meeting, “Evolution of Internet Governance: Empowering Sustainable Development”
- Submitted revisions of the 10 Internet Rights and Principles, which was accepted by the Internet Rights and Principles Dynamic Coalition

ACADEMIC PROJECTS

Information Analysis of Organizational Systems: GlobeX

- Created and presented a proposal for a fictional financial services cooperation that would compete with Visa to representatives from Ernst & Young
- Designed a database that would combine individual sub-systems such as Card Performance, Fraud Prevention and Customer Relationship Management
- Gathered business requirements in order to establish relationships between entities for the Banking Partner Management database

HONORS & ACHIEVEMENT

Dean's List (Fall 2015)

International YMCA Global Teens – South Africa (Summer 2011)

LANGUAGE & TECHNICAL SKILLS

Languages: Proficient in English and Spanish

Operating Systems: Windows 7, Windows 8, MacOS,

Applications: MS Project, MS Visio, MS Word, MS Excel, MS Outlook, MS PowerPoint, MS SQL Server, Java