

# DARREN TRAN

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## SUMMARY

Highly skilled and versatile former businessman with experience in technical support, web development, customer service, and financial operations. Demonstrated ability to improve processes and enhance productivity, with strong educational credentials. Proven track record of delivering exceptional customer service and collaborative project development. Seeking entry-level opportunity to leverage diverse skill set to drive technological and operational excellence.

## SKILLS

### Cloud Computing

- AWS
- Azure
- Docker

### System Administration

- SQL & NoSQL Databases
- Linux, Windows, MacOS
- Shell Scripting
- SharePoint
- Salesforce

### Programming

- JavaScript Web Development
- Python Automation
- Ruby on Rails

### Data Analysis

- Tableau
- Power BI
- Excel

### Business

- Leadership
- Project Management
- Financial Analysis
- Customer Service

## EXPERIENCE

### Dispatch Tech 07/23 – 10/23

#### Apprentice IT Support Tech

- Performed windows server administration such as user account creation, credential management, and granting permissions and access.
- Performed on-site IT support such as computer setup, network cable installation, and router and switch configuration.

### Kenai's House 11/22 – 02/23

#### Full Stack Developer

- Collaborated with another developer to build production-ready website.
- Designed responsive web layout and composed reusable React components.

### Shift Technologies 04/21 – 06/21

#### Concierge

- Provided face-to-face customer service for an unrivalled experience.
- Conducted comprehensive inspections to acquire used vehicles.

### Kaiser Permanente 01/17 – 09/17

#### Associate Accountant

- Approved payment transfers to member accounts.
- Produced weekly accounting reports for management.

### LPL Financial 08/15 – 05/16

#### Operations Specialist

- Conducted data and spreadsheet analysis for research and reporting.
- Spearheaded two process improvement projects that increased departmental productivity by 200% and 300%.

## CERTIFICATIONS

### CompTIA Linux+

In Progress

### CompTIA Network+

In Progress

### AWS Certified Solutions Architect Associate

In Progress

### CompTIA A+

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### AWS Certified Cloud Practitioner

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## EDUCATION

### Duke University, The Fuqua School of Business

Master of Management Studies

### University of California, San Diego

Bachelor of Arts in Economics

### San Diego City College

Associate of Arts in Psychology

### Coding Temple

Web Development & Data Science