

DARREN TRAN

darrenptran@gmail.com | San Diego, CA

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 and technical knowledge to drive technological and operational excellence.

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

EXPERTISE

Cloud Computing

- AWS, Azure, GCP
- Docker, Kubernetes

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

EXPERIENCE

Dispatch Tech 07/23 – 10/23

Apprentice IT Support Tech

- Performed IT support tasks across hardware and software.
- Performed windows server administration such as user account creation, credential management, and granting permissions and access.
- Performed on-site IT support such as PC setups, network cable installation, and router and switch configuration.
- Troubleshoot hardware related issues such as RAM, power, and storage.

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%.

CERTIFICATION

AWS Certified Cloud Practitioner

In Progress

CompTIA A+

COMP001022291817

AWS Certified Cloud Practitioner

JSE1So4LS1BE179Q