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**EXPERIENCE**

**Dispatch Tech,** 07/23 – 10/23

Apprentice IT Support Tech

* Performed IT support tasks across hardware and software.
* Performed windows server related tasks such as user account creation, credential management.
* Performed on-site IT support such as PC setups, network cable installation, and printer configuration.
* Troubleshooted hardware related issues such as RAM, power, and storage.

**EDUCATION**

**DARREN TRAN**

**darrenptran@gmail.com**

**619-414-4015**

**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.

**Sports For Learning,** 09/20 – 12/20

Coach

* Led group exercises and educational activities for students while adhering to COVID protocol.

**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%.

**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

**Kohl’s,** 08/22 – 11/22

Stockroom Associate

* Delivered exceptional customer service and provided a consistent sales floor experience by arranging an environment that motivated customers to spend.