**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.

**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.
* Troubleshot 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%.

**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

**DARREN TRAN**

**619-414-4015 |** [**darrenptran@gmail.com**](mailto:darrenptran@gmail.com) **| San Diego, CA**

**SKILLS**

**Cloud Computing**

* AWS
* Azure
* GCP
* 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
* Communication

**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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