

JOEL DURAN

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EDUCATION

University at Albany, SUNY | Albany, NY

December 2018

- B.A. Major: Computer Science, Minor: Informatics

EXPERIENCE

IBM | New York, NY & Washington D.C.

Technical Consultant (Public Sector GBS North America)

(March 2019 - Present)

- Eminence manager, orchestrating social media and industry research for IBM Partner Rebecca Lutz.
- FEMA Risk MAP Tier 3 Help Desk Technician, closed 50+ complex inquiries for high priority FEMA clients.
- Database administration using Aqua Data IDE to support FEMA Mapping Information Platform.

Technical Consultant Intern (CbD Public Sector GBS North America)

(May 2018 - Aug 2018)

- Wrote/edited over 200+ test cases for FEMA's MIP application that developers are using for a complete rewrite.
- Used RTC to synchronize requirements for specific use cases within MIP's Amendments & Revisions workflows.
- Noted & distributed action items from scrum stand-up/retrospective meetings to help engineers stay on course.

Corporate Citizenship Senior Intern *note: multiple IBM internships*

(Sum 2014, Oct 2015 - Aug 2016, Sum 2017)

- Expanded IBM's internship program at flagship 9-14 P-TECH school with partnerships at Etsy, BK Navy Yard, etc.
- Supervised over 44 IBM interns at different sites spread across NYC and provided mentorship.
- Documented internships from Chicago, CT, & NY to provide research on why some interns are more effective.

University at Albany, SUNY | Albany, NY

Student Association Information Technology Director

(May 2017 - May 2018)

- Updated both the SA & Dippikill websites & initiated the creation of new sites on user friendly platforms for future updates so less technical staff can contribute to the websites content of such a large organization.
- Through delegation of tasks the entire staff in the IT department gained significant experience in Web Dev.

NYS Office of Information Technology Services | Albany, NY

Web Developer & Quality Testing Intern

(Sep 2017 - May 2018)

- Worked with Senior Developers to manage the massive **tax.ny.gov** site for the NYS Dept. of Tax & Finance.
- Carried out pre-written scripts that discovered thousands of errors and addressed over 400+ of them to meet accessibility guidelines from the Web Accessibility Initiative (WAI from W3C).
- Addressed errors & simplified new hire manuals which on average saved the **Department of Labor** 15-20 hours.
- Used QA tools; HP ALM & UFT which allowed for thorough testing of new features and existing defects.

SKILLS & MISC

Programming Languages

Java, JavaScript, Go(golang.org), C#, C, Python, SQL & VB(Excel & Scripting)

OS & Technologies

Windows, MacOS, Linux/Unix, [IBM Cloud Foundry](#), AWS & Git

Press & Other

[CodeAcademy](#), [EdSurge](#), [IBM Exec Book](#), [IBM Blog](#)