JOEL DURAN

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EXPERIENCE

IBM | Washington D.C.
Technology Consultant (Public Sector GBS North America) **(March 2019 - Present)**
- Eminence Manager; **Created & launched internal site** for new Mainframe as a Service (MFaaS, zCloud) Offering for IBM GBS Federal. Orchestrating social media & industry research for IBM Partner Rebecca Lutz.
- FEMA Tier 3 Help Desk Technician closed **1,100+ tickets** totaling about **20% of tickets closed**.
- Production Database Admin, pushing our client's users through MIP Study workflow on **average 10 hours quicker** with on-demand support and submitting Change Request & Defect Reports that improve overall UX.
- Innovating for clients. **Automated password login resets for 2 applications** with Selenium; for about **10,000 users**. Created login scripts for PUTTy Sessions in collaboration with DevOps Team utilized across Help Desk Dept.

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 used for a complete rewrite.
- Migrated documents for FEMA's MIP to IBM RTC which sped up application rewrite & saved client 10 emails/day.
- Distributed action items from scrum ceremonies & allowed client deliverables to be on schedule **6 weeks/row**.

University at Albany, SUNY | Albany, NY
Student Association Information Technology Director **(May 2017 - May 2018)**
- Updated SA sites & initiated the creation of new CMS sites to expedite **30+ content change request/month**.
- Led entire refactoring of codebase (**500+ pages**) from XHTML to modern web standards (HTML5, CSS3).

NYS Office of Information Technology Services | Albany, NY
Web Developer & Quality Testing Intern **(Sep 2017 - May 2018)**
- Worked with Senior Developers to manage ***tax.ny.gov*** site (1000+ pages) for the NYS Dept. of Tax & Finance.
- Carried out pre-written scripts that discovered thousands of errors and resolved 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 QATools; HP ALM/UFT allowed for thorough testing of new features keeping ticket volumes **below 10.**

EDUCATION

University at Albany, SUNY | Albany, NY   **December 2018**
B.A. Major: Computer Science, Minor: Informatics

SKILLS & MISC

Programming Languages	**JavaScript** (Intermediate), Java (Intermediate), Python (Novice), SQL (Intermediate), & Liquid (Novice)
OS, Certs & Technologies	**HTML**, **CSS** (Grid & Flexbox), **React** (Novice), Unix CLI, Git, AWS, Azure, IBM Cloud Foundry, & IC Agile
Volunteering	National Audubon Society (Created Access DB to track volunteers) & P-TECH Mentor (Supporting Brooklyn Students w/ Resumes & Panels)
Hackathons	hackNY & HOYAhacks
Press	CodeAcademy (CEO Zach Sims), EdSurge (Mary Jo – Quoted), IBM Exec Book (Stan Litow), IBM Blog (P-TECH Ambassador)