

JOEL DURAN

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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 in support of new Mainframe as a Service (MFaaS, zCloud) Offering for IBM GBS Federal.
- FEMA Risk MAP Tier 3 Help Desk Technician, closed **100+ complex** inquiries for high priority FEMA clients.
- Database admin supporting FEMA MIP; added to SOPs & reduced the average backlog by **-5 tickets/per week**.

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.

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 (**\$120K est. investment in program**) at different sites spread across NYC.
- Set up/configured and troubleshooted over **60+ workstations** during the onboarding process.

University at Albany, SUNY | Albany, NY

Student Association Information Technology Director

(May 2017 - May 2018)

- Updated SA sites & initiated the creation of new sites to expedite **30+ content change request/month**.
- Delegated tasks to IT Dept. Staff (Interns + AD) to help them gain experience outside academia 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 **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

Java, JavaScript, Go, C#, Python, & SQL

OS, Certs & Technologies

Linux/Unix, [IBM Cloud Foundry](#), [IC Agile](#), AWS, Adobe CC & Git

Volunteering

[National Audubon Society](#) (Created Access DB to track volunteers) &

[P-TECH Mentor](#) (Supporting Brooklyn Students w/ Resumes & Panels)

Hackathons

[hackNY](#) & [HOYA hacks](#)

Press

[CodeAcademy](#) (CEO Zach Sims), [EdSurge](#) (Mary Jo – Quoted),

[IBM Exec Book](#) (Stan Litow), [IBM Blog](#) (P-TECH Ambassador)