

JOEL DURAN

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EXPERIENCE

IBM | Washington D.C.

Technology Consultant (Public Sector GBS North America)

(March 2019 - Present)

- FEMA Help Desk Technician closed **1,100+ tickets** varying in complexity **totaling about 20% of tickets closed**.
- Pushing our client's users through application workflows on **average 10 hours quicker** with on-demand production database support while also submitting Change Request & Defect Reports for Program Backlog.
- **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. Now utilized across Help Desk Dept.
- **Created & launched internal site** using internal CMS for new Mainframe as a Service (MFaaS, zCloud) offering.
- Drafted whitepaper on Blockchain Use cases on MFaaS for IBM Partner Rebecca Lutz.

NYS Office of Information Technology Services | Albany, NY

Web Developer & Quality Testing Intern

(Sep 2017 - May 2018)

- Worked with developers to manage **tax.ny.gov** site (1000+ pages & 20M NYers) for the 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**.

SKILLS & MISC

Programming Languages

HTML, CSS, JavaScript/ES6, React, Java, Python, & SQL

Certifications & Technologies

Git, AWS, Azure, [IBM Cloud](#), [Big Data](#), Shopify & [IC Agile](#)

Volunteering

[National Audubon Society](#) (Created Access DB to track volunteers) & [P-TECH Mentor](#) (Supporting Brooklyn Students w/ Resumes & Panels)

Interests

NY Sports, Latin Dancing (Bachata & Salsa), [Medium Blog](#)

Press

[CodeAcademy](#) (CEO Zach Sims), [EdSurge](#) (Mary Jo – Quoted), [IBM Exec Book](#) (Stan Litow), [IBM Blog](#) (P-TECH Ambassador)

PROJECT

FreeCodeCamp (FCC) | [GitHub Repo](#)

Contributor

(April 2020 - Present)

- Set up environment solely on FCC documentation. Forked the repo, installed the dependencies, and got the app running on a local server, so I could test changes.
- Submitted 2 issues (typo & unsuccessful testcase) and successfully submitted & merged a PR to solve the typo.

Technologies: Angular, Node, Express, mongoDB, Docker.

Gen's Collective (E-Commerce) | gens-collective.myshopify.com

(June 2020)

- Created and optimized e-commerce site for a hand-made mask shop. **\$1,000 in revenue within 15 days**.

Technologies: Shopify, Liquid, Adobe CC.

EDUCATION

University at Albany, SUNY | Albany, NY

December 2018

B.A. Major: **Computer Science** & Minor: Informatics