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 **300+ 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 troubleshot 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, Trello & Git
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)