

Darren P. Tran

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Summary

As a former businessman specializing in process innovation, I am determined to leverage my diversified experience and education to thrive in the mental health field. My present objective is to secure a role as a Substance Abuse Counselor or Mental Health Worker where I can utilize my interpersonal skills and problem-solving abilities to support individuals in need. I am seeking to join an organization that values compassion and evidence-based practices, providing opportunities for me to grow my expertise in counseling and mental health services. My accomplishments include fostering collaborative environments, implementing innovative solutions to improve outcomes, and applying a client-centered approach to drive positive change.

Skills

Technical

Linux & Windows Administration
Microsoft Excel & Office 365
SQL Databases & Salesforce CRM
JavaScript, HTML & CSS
Computer Systems & Networking
Counseling & Case Management
Crisis Intervention & Trauma Care
Program Development & Documentation

Interpersonal

Emotional Intelligence
Problem-Solving & Adaptability
Communication & Collaboration
Patience & Active Listening
Cultural Competence & Sensitivity

Certifications

CompTIA A+

COMP001022291817

AWS Certified Cloud Practitioner

JSE1S04LS1BE179Q

Experience

Dispatch Tech 07/23 – 12/23

Apprentice IT Support Tech

- Performed windows server administration such as user account management, server maintenance, data backups, and resolving technical issues.
- Conducted on-site IT support such as computer setup, network cable installation, and router and switch configuration.

Kenai's House 11/22 – 02/23

Full Stack Developer

- Collaborated with another developer to build production-ready website.
- Designed responsive web layout and composed reusable React components.

Shift Technologies 04/21 – 06/21

Concierge

- Provided face-to-face customer service for an unrivalled experience.
- Conducted comprehensive inspections to acquire used vehicles.

Kaiser Permanente 01/17 – 09/17

Associate Accountant

- Approved payment transfers to member accounts.
- Produced weekly accounting reports for management.

LPL Financial 08/15 – 05/16

Operations Specialist

- Conducted data and spreadsheet analysis for research and reporting.
- Spearheaded two process improvement projects, increasing productivity by 200% and 300%.

Education

San Diego City College

Associate of Arts in Behavioral Sciences Psychology
Certificate of Achievement in Mental Health Work

Duke University, The Fuqua School of Business

Master of Management Studies

University of California, San Diego

Bachelor of Arts in Economics