

# 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.

## Top 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