**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

**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 & Salesfore 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+**

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**AWS Certified Cloud Practitioner**

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