YAMIL BURGOS

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EDUCATION

Baruch College (CUNY), Zicklin School of Business   New York, NY
Bachelor of Business Administration   June 2015
Major: Computer Information Systems   **Minor:** Communication Studies
Relevant Coursework: System Analysis & Design, IT Project Management & Development, E-commerce Business Technology, Object-Oriented Programming 1, Business Communication, Group Communication

Urban Male Leadership Academy Scholars (UMLA Scholars)   New York, NY
Empowers and supports Black and Latino male students through rigorous academic and personal support   July 11 – June 15

WORK EXPERIENCE

Solid State Systems LLC   White Plains, NY
Network Designer -- Planned, designed and implemented information systems   July 15 – Oct 15
 - Participated in the completion of project related processes and activities such as the building of a remote office workplace
 - Maintained router and switch configurations with updates and check-ups depending on company requirements and documentation
 - Ensured thorough network documentation by maintaining a list of VLANs and IP addresses shared by 4 international offices
 - Utilized Microsoft Excel and Microsoft Visio to record, check and modify all network-based designs for each office location
 - Reimaged computers by ghosting, updating all existing software and then adding the system back to the domain

Valiant Technology   New York, NY
Technical Support Intern -- Providing aid for both clients and upper management   Nov 14 – June 15
 - Performed set-up, break-down, and transport of company's equipment on an as-needed basis
 - Researched issues on various computer systems & databases to resolve complaints, answer inquiries and apply solutions
 - Used Microsoft Hyper-V to create virtual lab machines for technicians' recreation of client's problems & inquires
 - Executed diagnostics on system issues, set up administrative passwords and maintain inventory for over 40 machines
 - Collaborated with the company's 16 employees to optimize work environment and client services

Plaza College   Forest Hills, NY
IT Support Specialist -- First point of contact for all IT & technical queries   June 14 – Sept 14
 - Accounted for and tracked the college's technical equipment during time of transition to a new campus environment
 - Installed, organized, test, maintained and troubleshoot over 150 end user workstations & interrelated hardware
 - Assisted in the creation of a Microsoft Access Database detailing all current, incoming and inoperable equipment
 - Assigned the responsibility of troubleshooting, diagnosing and resolving all software and end user-related problems

TECHNICAL & PERSONAL SKILLS

Computer Software: IBM Rational Software Architect, Lucidchart, MS Office, MS Access, MS Visio and Photoshop
Programming Languages: Intermediate proficiency in Visual C# and C++
Compliers/IDE/Tools: Visual Studio and MonoDevelop
Speaking Languages: Conversational in Spanish
Interests/Hobbies: Reading, Salsa Dancing, Video Games and Volleyball Playing

LEADERSHIP & DEVELOPMENT

Beyond Coding   New York, NY
Emerging Computer Programmer   June 15 – Aug 15
 - Learned how to explain technical jargon and presenting complex data to a non-technical team
 - Strengthened understanding of data analysis for problem solving and writing code more effectively

Urban Male Leadership Academy Scholars (UMLA Scholars)   New York, NY
Member of the 2011 UMLA Cohort   July 11 – May 15
 - Facilitated and assisted in monthly discussion-based workshops with over 30 UMLA individuals
 - Provided professional feedback and assistance to current and incoming UMLA members

The Conversation Partners Program   New York, NY
Volunteered Native English Speaker   Oct 14 – May 15
 - Communicated weekly with a non-native speaker to improve their English proficiency and confidence
 - Assisted in partner's professional development through resume writing and interview preparations