

YAMIL BURGOS

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EDUCATION

Baruch College, Zicklin School of Business

Bachelor of Business Administration *GPA: 3.0*

New York, NY

Graduation: June 2015

Major: Computer Information Systems

Minor: Communication Studies

Urban Male Leadership Academy Scholars (UMLA Scholars)

Empowers and supports Black and Latino male students through rigorous academic and personal support

New York, NY

July 11 – June 15

RELEVANT COURSEWORK

System Analysis & Design

IT Project Management & Development

Business Communication

Object-Oriented Programming 1

E-commerce Business Technology

Group Communication

WORK EXPERIENCE

Valiant Technology

Technical Support Intern -- Providing aid for both clients and upper management

New York, NY

Nov 14 – Present

- 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
- Executed diagnostics on system issues, set up administrative passwords and maintains inventory for over 40 machines
- Collaborated with the company's 16 employees to optimize work environment and client services

Plaza College

IT Support Specialist -- First point of contact for all IT & technical queries

Forest Hills, NY

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 and software
- Assisted in the creation of a Microsoft Access Database detailing all current, incoming and inoperable equipment
- Responsible for troubleshooting, diagnosing and resolving hardware, software and end users problems

L'Express Media

Social Media Intern/ Assistant to CEO -- SEO firm serving small businesses in NY State

New York, NY

Sept 13 – Dec 13

- Syndicated, shared, and posted engaging content across the web, using a variety of channels such as TechCrunch
- Continuously monitored online public relations and ensured brand awareness and engagement of customers
- Assessed social media marketing strategies and applied appropriate changes, gaining followers by the dozen per week
- Effectively targeted and organized content on company's FaceBook, Twitter and LinkedIn accounts using Hootsuite

TECHNICAL & PERSONAL SKILLS

Computer Software: IBM Rational Software Architect, Lucidchart, Tableau, MS Office, MS Access, MS Project and Photoshop

Programming Languages: Visual C# and C++

Compilers/IDE/Tools: Visual Studio and MonoDevelop

Speaking Languages: Fluent in English, Conversational in Spanish

Interests: Reading, Salsa Dancing, Video Games and Volleyball Playing

LEADERSHIP & DEVELOPMENT

Urban Male Leadership Academy Scholars (UMLA Scholars)

Member of the 2011 UMLA Cohort

New York, NY

July 11 – May 15

- Facilitated and assisted in monthly workshops with over 30 UMLA individuals
- Recorded weekly meeting minutes and compiled them in a Microsoft Word file for future organizational reference
- Provided professional feedback and assistance to current and incoming UMLA members

The Conversation Partners Program

Volunteered Native English Speaker

New York, NY

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

Lions Club International

Community Service Member of Flushing Universal

Flushing, NY

Dec 13 – Dec 14

- Co-Facilitated a leadership development workshop for 25 High School and College students
- Assisted in multiple community service events within Flushing High School such as Martin Luther King Day