

# YAMIL BURGOS

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## EDUCATION

### Baruch College (CUNY), Zicklin School of Business

Bachelor of Business Administration

New York, NY

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)

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

New York, NY

July 11 – June 15

## WORK EXPERIENCE

### Ghostery

*Technology Support Representative – Providing aid for both extension users and company clients*

New York, NY

March 16 – Present

- Works alongside a team of 4 in providing troubleshooting aid to 4+ million users of the Ghostery extension
- Uses Zendesk's customer software platform to resolve customer complaints with strong communication skills
- Writes daily updates to Ghostery's internal database of clients and vendors with new up-to-date information
- Keeps regular contact and track Ghostery developers by using the Atlassian JIRA's ticket submission system
- Queries databases like Amazon Redshift and Apache Hive to research issues reported by company's clients

### Solid State Systems LLC

*Technical Writer -- Planned, designed and implemented information systems*

White Plains, NY

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

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

New York, NY

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

## 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++

**Compilers/IDE/Tools:** Visual Studio and MonoDevelop

**Interests/Hobbies:** Reading, Salsa Dancing, Video Games and Volleyball Playing

## LEADERSHIP & DEVELOPMENT

### CUNY Codes

*Fall 2015 Portfolio Development Participant*

New York, NY

Oct 15 – Dec 15

- Familiarized and actively used the agile software development process during the 10-week course
- Utilized Pivotal Tracker to keep track of team's milestones and reevaluating project goals on a weekly basis

### Beyond Coding

*Emerging Computer Programmer*

New York, NY

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)

*Member of the 2011 UMLA Cohort*

New York, NY

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