

Yamil Burgos

Elmhurst, NY | yamil.burgos@baruchmail.cuny.edu | 347-296-5627

EDUCATION

Baruch College, Zicklin School of Business - Cumulative GPA: 3.0
Computer Information Systems: Bachelor of Business Administration
Minor: Communication Studies
Honors/Awards: The Wingate Memorial Award for Leadership, Wise Financial Literacy Certification, Business and Marketing Honor Society of New York State
Urban Male Leadership Academy (UMLA)
Empowers and support Black and Latino male students through rigorous academic and personal support

New York, NY
June 2015
New York, NY
Summer 2011

RELEVANT COURSEWORK

System Analysis & Design	Spreadsheet Application in Business	Object-Oriented Programming 1	Database Management Systems 1
Computer Ethics	Speech Communication	Business Communication	Group Communication

WORK EXPERIENCE

Valiant Technology
Technical Support Intern – Providing aid for both clients and upper management
- 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
- Collaborated with company staff and employees to optimize work environment and client services
- Performed diagnostics on system issues, set up administrative passwords and maintained inventory

Plaza College
IT Support Specialist -- First point of contact for all IT & technical queries
- Accounted for and tracked the college's technical equipment during time of transition to a new campus environment
- Install, organize, test, maintain, check and troubleshoot over 150 end user workstations & interrelated hardware and software
- 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
- Syndicated, shared, and posted engaging content across the web, using a variety of social-media channels
- Continuously monitored online public relations and ensured brand awareness and engagement of customers
- Assessed social media marketing strategies and applied appropriate changes for improvements

New York, NY
Fall 14 - Present
Jamaica, NY
Summer 14 - Fall 14
New York, NY
Fall 13 - Winter 13

LEADERSHIP & DEVELOPMENT

Lions Club International
Community Service Member of Flushing Universal
- 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

Urban Male Leadership Academy (UMLA)
Member of the 2011 UMLA Cohort
- Facilitated and assisted in monthly workshops with over thirty UMLA individuals
- Prepared UMLA's advisory board meetings with minutes and agendas

The Conversation Partners Program
Volunteered Native English Speaker
- 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

Flushing, NY
Winter 13 - Present
New York, NY
Fall 11 - Present
New York, NY
Fall 14 - Winter 14

SKILLS

Languages: Fluent in English, Intermediate proficiency in Spanish
Computer: Proficient in Microsoft Office Applications (Word, Excel, PowerPoint and Access), Photoshop and Visual C++
Interests: Reading, Salsa Dancing, Video Games, Volleyball Playing

References: Available upon request