

# YAMIL BURGOS

Elmhurst, NY | yamil.burgos1293@gmail.com | Cell: 347-296-5627  
www.linkedin.com/in/yamilburgos

## 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

*Technical Writer -- 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 & inquiries
- 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
- Worked within a TCP/IP network environment & involved in the rollout of software updates and patches

## 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

New York, NY

*Fall 2015 Portfolio Development Participant*

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

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