

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

Ghostery

New York, NY

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

March 16 – Nov 16

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

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

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