

YAMIL BURGOS

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EDUCATION

Baruch College, Zicklin School of Business

Bachelor of Business Administration *GPA: 3.0*

New York, NY

June 2015

Major: Computer Information Systems

Minor: Communication Studies

Honors/Awards: The Wingate Memorial Award for Leadership, W!se Financial Literacy Certification, Business and Marketing Honor Society of New York State

Urban Male Leadership Academy (UMLA)

New York, NY

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

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

New York, NY

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

Fall 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 maintained inventory for over 20 machines
- Collaborated with company staff and employees to optimize work environment and client services

Plaza College

Jamaica, NY

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

Summer 14 - Fall 14

- 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
- 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

New York, NY

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

Fall 13 - Winter 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

LEADERSHIP & DEVELOPMENT

Urban Male Leadership Academy (UMLA)

New York, NY

Member of the 2011 UMLA Cohort

Fall 11 - Present

- 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

The Conversation Partners Program

New York, NY

Volunteered Native English Speaker

Fall 14 - Present

- 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

Flushing, NY

Community Service Member of Flushing Universal

Winter 13 - Winter 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

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