

Darien Duanchan

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About Me

Communication and IT student focused on IT strategy, digital transformation, and emerging technologies. Experience conducting structured research, synthesizing complex information, and producing clear, decision-ready documentation.

At Iron Bow Technologies, worked within a federal IT solutions environment, translating cross-functional insights into structured outputs supporting internal systems and workflows. Strong interest in applying technologies such as AI to improve efficiency, decision-making, and operational processes.

Experience

Operations Manager (Event & Food Services)

Feb. 2018 - Present

Somwang Thai Culture Food | Reston, VA

- Coordinated high-volume event operations (1,000-5,000 attendees), adapting workflows based on real-time observation of audience behavior and environmental constraints.
- Supervised and trained teams of 5-7 staff, emphasizing clear communication, consistency, and rapid problem-solving in fast-paced, public-facing settings.
- Tracked customer engagement and operational inputs across digital platforms, supporting informed adjustments to messaging, service flow, and community outreach (500+ followers).

Human Resources and Project Intern

Jun. 2025 - Aug. 2025

Iron Bow Technologies | Herndon, VA

- Conducted 20+ structured interviews across HR and executive leadership to analyze organizational systems and workflows within a federal IT solutions environment
- Synthesized 15+ hours of qualitative data into structured documentation supporting onboarding, internal processes, and knowledge standardization
- Developed AI-enabled digital content translating complex business and technical workflows into scalable, repeatable formats
- Collaborated with 8+ cross-functional stakeholders to refine outputs and align documentation with operational goals

Ice Rink Attendant

Seasonal, 3 years *
rehired 3 seasons in a row: 2020, 2021, 2022 *

Reston Town Center Ice Skating Pavilion | Reston, VA

- Assisted about 600 patrons per shift, ensuring a positive and enjoyable experience at the ice rink.
- Sustained a 98% safety rate through patron supervision, enhancing the security and enjoyment of the skating environment.

Education, Certifications, and Skills

BA in Communications and Minor in IT

Jun. 2022 - Dec. 2027

George Mason University · Fairfax, VA

Relevant Coursework

Discrete Structures · Introduction to Computing: IT Architecture Fundamentals · CS50(HAVARD COURSE) · CS-108

Technical Skills:

Qualitative Research & Analysis · Research Methods & Data Collection · Insight Synthesis & Thematic Analysis · Structured Documentation & Reporting · IT Systems & Workflow Analysis · Emerging Technology Research (AI, Digital Transformation) · Use Case Development & Process Mapping · Microsoft Office · Multimedia & Digital Content Tools · Python (foundational)

Soft Skills:

Written & Verbal Communication · Cross-Functional Collaboration · Stakeholder Engagement · Information Synthesis · Attention to Detail · Adaptability in Fast-Paced Environments · Workflow Coordination · Process Improvement Mindset