

# JOHN E ALVAREZ

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## IT SPECIALIST

### SUMMARY:

**Information Technology, fourth-year student** with a broad background in programming, management information systems, and database development.

**Areas of Expertise:** NETWORK SECURITY // SOFTWARE MAINTENANCE // INCIDENT RESPONSE

**WEBSITE PORTFOLIO:** JOHNALVAREZ.TECH

### EDUCATION:

#### Montclair State University (MSU), Montclair, NJ

Undergrad: BS in Information Technology

Expected Graduation Dec 2025

Honors: Dean's List (2023 Fall semester)

Relevant Coursework: Advanced Computer Systems, Fundamentals of Programming

#### University Of Seoul (UOS), Seoul, South Korea

Undergrad: BS in Information Technology

Jan 2024 – Jun 2024

Honors: Dean's List (Spring 2024 semester)

Relevant Coursework: Computational Physics

### TECHNICAL PROFICIENCIES:

- **Languages** – Python; HTML; CSS; SQL; PHP
- **Applications** – Excel; PowerPoint; Git; SNOW- ServiceNow

### WORK EXPERIENCE:

#### Student Desktop Technician, Montclair State University, Little Falls, NJ

Dec 2024 - Current

##### IT Technician

- Deploy and image computers to the Universities OS, to ensure proper system configurations.
- Diagnose and repair both hardware and software issues on university devices.
- Schedule and conduct onsite appointments to assist clients with troubleshooting, setup, and training on new devices.
- Perform data retention and recovery to safeguard critical university data.

#### IT Support Desk, Montclair State University, Little Falls, NJ

Sep 2023 – Dec 2024

##### Phone / Desk Support

- Proficient in the software ServiceNow, creating, updating, and resolving tickets.
- Managing service requests, maintaining university documentation, and escalating revolving issues to multiple departments.
- Develop the application programming interface to communicate efficiently between the client and product.

#### Amazon, Teterboro, NJ

Aug 2021 - May 2023

##### Stocker/IT OPS, Fulfillment Center

- Managed inventory using scanners, computers, and printers.
- Configured organization of merchandise for delivery using AWS.

#### PC Telnet Computers, Piscataway, NJ

Jun 2020 - Aug 2021

##### Intern

- Assisted technician with computers, servers, and laptop repairs for clients.
- Provided technician assistance for house call repairs.