

JOHN E ALVAREZ

IT SPECIALIST

SUMMARY:

Information Technology, fourth-year student with a broad background in programming, management information systems, and Security Hardening.

WEBSITE PORTFOLIO: JOHNALVAREZ.TECH

TECHNICAL PROFICIENCIES:

- **Languages** – Python; HTML; SQL; Bash; SPL; Powershell
- **Applications** – Burpsuite; Splunk; Github; SNOW- ServiceNow; Bomgar; AD
- **Skills** –Linux; Windows; MacOS; Incident Response; Communication; Threat Detection; AI-Models

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

CERTIFICATIONS:

- **Coursera Google Cybersecurity Certificate** Acquired: Oct 7, 2025

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.

PROJECTS:

Splunk Security Monitoring Dashboards - I built custom Splunk dashboards to visualize host activity, investigate events, and simulate SOC workflows using the BOTS v3 dataset, strengthening my SPL and log analysis skills.

AI SOC Analyst Bot (Llama LLM) - This AI SOC analyst bot is a locally hosted AI model powered by llama and PHI-3. The application ingests log data from Splunk and performs statistical analysis, identifies anomalies, and generates SOC-style insights.

Home Server - I configured and managed a fully containerized home server environment using Ubuntu, Docker, and Portainer to self-host multiple services like my own photo library, minecraft server, and file sharing system between all my machines.

SDN-Based DDoS Detection Tool – I developed a Software-Defined Networking (SDN) DDoS detection system using Mininet and POX/Ryu, analyzing traffic flows to identify abnormal patterns and flag potential attacks in real time.

Cybersecurity Educational App – I developed an interactive mobile-friendly website using HTML and CSS. This website teaches cybersecurity fundamentals such as phishing awareness, password safety, understanding malware, etc.

Cybersecurity Website Portfolio – I designed and deployed a responsive website personal cybersecurity website showcasing my projects, skills, and resume using HTML, CSS, JavaScript, and GitHub Pages.