

JOHN E ALVAREZ

IT SPECIALIST

SUMMARY:

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

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; SQL; PHP; Bash
- **Applications** – Burpsuite; Splunk; Github; SNOW- ServiceNow; Bomgar

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.