

# 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.