Andre Alonzo

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Objective

Pursuing an AAS in cybersecurity part time at CCBC. Finds fulfillment in helping and interacting with people and working with technology. A highly motivated individual that loves to learn and be a team player.

Education

CCBC (Cybersecurity)   1/24-~12/26

GPA: 4.0

Intro to Networking, Logic & Design, Intro to Linux UNIX, Python Programming

Per Scholas IT Support Program   4/23-7/23

A comprehensive IT curriculum incorporating formal instruction and hands-on activities in a real-world working environment in order to certify for the Comptia A+ cert. This program will provide experience in troubleshooting, computer deployment, active directory, ticketing systems, Windows OS, VMs, OSI model, etc.

Certifications

•Google IT Support Professional Certificate   •CompTIA A+ Certification

Experience

Education Affiliates Call Center/Web Chat Representative   4/24-Present
•Transfer phone calls to appropriate campus using VanillaSoft software
•Provides a professional company image through interaction over VoIP software (VS Connect)
•Accurately and completely portrays educational programs, expected outcomes, student services, and financial consideration to students
•Organizes workflow to meet departmental goals & meets all quality standards
•Respond and answer questions to webchat users using Podium

Amazon Fulfillment Center Associate (Seasonal)   6/22-8-22
•Arranging incoming deliveries in designated storage areas and performing warehouse duties
•Utilized warehouse management systems and other technology tools to enhance inventory visibility, automate processes, and improve data accuracy.
•Operated mobile barcode scanners to verify and sort packages with speed and accuracy
•Communicating optimal sorting methods with coworkers to have better workplace efficiency

Beverage Inventory Management Specialist (Temp)   5/21-7/21
•Implemented efficient product rotation and storage strategies to minimize waste and maximize freshness
•Process transactions accurately and efficiently using point-of-sale systems
•Guaranteed excellent customer service by having a friendly and helpful attitude and assisting customers with questions or finding specific beverages

Skills
•Troubleshooting
•Microsoft 365
•Customer service
•Communication
•Hardware

Labs/Projects
•Cisco Packet Tracer   •Ubuntu Samba file server
•Linux+ Assisted Labs   •Ubuntu Jellyfin media server
•Basic Python projects
•TryHackMe
•Oracle VM Active Directory Lab