Noe Alvarado

IT Admin., Developer
Mobile: 657-335-6339
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SKILLS

Desktop Support
Network Support
Cloud Support
Cybersecurity Support
Full-Stack Development
Customer Experience
IT Service Management
IT Infrastructure

LANGUAGES

English
Spanish

HOBBIES

Exercising, reading, Hackathons, security conferences, sports

CERTIFICATIONS

CompTIA: A+, Network+, Security+, CySA+,
ITIL: ITIL Foundations v3
Cisco: CCNA R & S
Microsoft: MTA, MCP
ISC2: SSCP
AWS: CCP, SAA, CDA

EMPLOYMENT

FULL-STACK DEVELOPER, IT SPECIALIST ▪ May 2016 – Present

Freelance
Achievements:
- built a custom 32 core server build for virtualization
- configuration, and provisioning of small home network using cisco router and switch gear
- decreasing attack surface for client laptops through security base lining

DESKTOP ADMINISTRATOR ▪ Jul 2017 – Feb 2019

St. John Knits
Achievements:
- Improved payment security by 100% through the chip and pin enterprise rollout that enforced CIA principles.
- Increased company wide security by 50% and decreased phishing attacks by 20% through the implementation of multi-factor authentication by using Duo Mobile. Wrote user and technical support documentation for Duo.
- Decreased recurring threats by 30% by created the material for the Cybersecurity Awareness Month.

NETWORK ENG. INTERN ▪ May 2016 – Aug 2016

First American Financial Corporation
Achievements:
- Improved asset accuracy by 20% through an improved asset management process for routers and switches
- Improved network WiFi coverage by 20% through access point provisioning at the corporate HQ and at remote sites.
- Presented final project to 20 managers and 50 interns that summarized how WLAN improvement assisted business objectives

IT HELPDESK TECHNICIAN ▪ Jul 2015 – Apr 2016

California State University Fullerton
Achievements:
- reduced ServiceNow tickets by 15% with issues regarding computer repair, software issues, network connection issues, printer issues, and mobile device issues
- improved the user experience by completing a project with 3 other team members that optimized cable management and workstation arrangement
- supported 42000+ users in the largest university campus in the CSU system

EDUCATION

B.S. COMPUTER ENGINEERING ▪ 2012 – 2017

California State University Fullerton
GPA: 3.30
Activities:
MAES: President, Vice-President, Treasurer,
SHPE: Vice-President, Secretary
IEEE: Treasurer
CSUF Network Engineering Club: Vice-President

REFERENCES

MICHAEL WILL
IT Manager, St. John Knits
WORK: 949-279-2728 EMAIL: michael.will@sjk.com
LOUIS BARRERA
Senior Desktop Administrator, St. John Knits
WORK: 949-560-1892 EMAIL: louis.barrera@sjk.com
JAECOB PARDO
Senior Desktop Engineer, Panasonic
WORK: 714-316-6682