

Alison Alvarado

Objective:

Seeking part time or full time, opportunity to work as an IT Help Desk, Business Analyst, IT Analyst, IT Coordinator, IT Support Specialist, Database Administrator

Education:

California State University, Fresno

Bachelor of Business, Business Administration~ Computer Information System

Dean's List (4 semesters)

Graduated: May 2021

GPA: 3.46

International College of Management, Italy

Study Abroad

Summer 2019

Technical Summary:

Platforms: Window, Mac OS, IOS, Android

Networking: Routers & switches, Active directory, FTP

Hardware: PC, laptops, telephone systems, printers, scanners

Languages: C++, SQL – quires, Oracle, HTML, CSS

Other Qualifications:

- Microsoft office 365, Google Analytics, Adobe XD, Word press, Protopie, PHP
- Bilingual (English/Spanish); Translator
- Proven ability to work independently as well as a team member
- Ability to analyze and solve problems, organized
- Demonstrated strong work ethics, responsibility, self-motivated

Work Experience:

Public safety, Henry Madden Library, Fresno CA

2021

- Monitor cameras & report incidents
- Informed and warned patrons of rules infractions, such as smoking, social distancing
- Open common areas to the public in the morning and greeted customers and employees
- Called fire or fire department in case of emergency, such fire or presence of suspicious persons

Internship, Information technology, Henry Madden Library, Fresno CA

2019-2020

- Re-image computers and other technology devices using a flash drive or internet
- Troubleshoot & diagnose computers devices, video and audio equipment
- Technical Documentation
- Help Desk experience – troubleshoot internet connections, printer connection errors, application errors, peripheral device issues)
- Customer service experience and loaned devices to students and faculty

Internship, Food Distribution Coordinator with the Scholars in Service Program

2019

- Coordinated events of food bank distribute, coordinated Friday dinners for low-income families
- Demonstrated the ability to work with diverse population, created flyers and banners

References: Upon Request