**Alejandro Alvarez**

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**WORK EXPERIENCE**

**Riverside County Library System January 2019 – Present**

*IT Technician/Help Desk Riverside CA*

* Provide technical support to over 20 Public Libraries within Riverside County. Provide help both remotely, and on-site, while providing excellent Customer Service
* Duties include but are not limited to: Creating images for public library PCs. Re-imaging failing PCs, replacing faulty hardware and troubleshooting devices.
* Software deployment; Lpt One, Envisionware Monitoring Systems, Windows OS, Microsoft Office installations, TeamViewer.
* Resolving and updating help desk tickets through Spiceworks.
* Password resets through Active directory, OU creation, and OU management. GPO Links and management.
* Printer Deployment and configuration within Riverside County Libraries. Installation of self-service Kiosk station.

**Alexander Contracting Services December 2017-January 2019**

*Water Meter Reader Riverside CA*

* Read water usage for both residential and commercial properties in the Inland Empire as well as Orange County.
* Troubleshooted devices and device software when faced with technical problem.  Interacted with customers face-to-face.

**Manheim Auto Auctions January 2016 -December 2017**

*Team Lead/Porter Riverside, CA*

* Auction lot associate in charge of moving auctions cars into correct location.
* Providing excellent customer service to potential customers.
* Troubleshooting technical problems with company software and hand-held scanners

**Volunteer Experience**

Vista Del Lago High School **August 2012- June 2014**

*Volunteer Computer Lab help Moreno Valley, CA*

* Provided voluntary help to High School’s computer which included, unboxings, OS deployments, replacing hard drives and similar components. Troubleshooting printers.

**EDUCATION**

**Moreno Valley College Graduation June 2020**

*Associates Degree in Information Systems and Communications Moreno Valley, CA*

* Deans List for Fall 2018

**AWARDS AND CERTIFICATIONS**

**Library Systems and services September 2019**

* Service Star honoring outstanding service to library patrons and LSS co-workers.

**CompTIA A+ IT Certification**

* Achieved IT Certification with scores above 700 on both 901 and 902 exams. Valid until 2022  **January 2019**

**SKILLS & INTERESTS**

* **Skills: Active Directory, Customer Service, Hardware Configuration, Hardware Troubleshooting, Help Desk, Mobile Device Support, Networking, Operating systems, Software Troubleshooting, Software Configuration, Typing, Remote Desktop Control, Domain Management, Computer Literacy, Computer Repair, Basic Server Maintenance, Software and Hardware Deployment**
* **Interests:** Computer gaming (Overwatch, Rainbow Six Siege, Gwent, Call Of Duty), Soccer, Jeep off-roading, camping, Pokemon , PC Building