Joseph Alvarado

San Diego, CA | josephalvarado125@gmail.com | 951-334-5741

Summary

Dedicated IT professional with a background in technical support and customer service. Experienced in hardware assembly, data sanitization, and password management. Currently pursuing CompTIA A+ certification to advance IT support skills. Strong problem-solving abilities, effective communication, and a passion for continuous learning.

Experience

San Diego Futures Foundation | San Diego, CA
IT Technical Intern | 05/2024 - Present

- Removed and sanitized hard drives using KILL DISK with US DOD 5220.22-M method.
- Assembled, tested, and imaged desktop towers, laptops, and other components.
- Disassembled and assembled donated computers, adhering to Recycling Department procedures.
- Utilized 4DX methodology to achieve organizational goals.
- Maintained organized and safe work areas.
- Assisted in employee training on computer disassembly.

San Diego Association of Governments (SANDAG) | San Diego, CA
Customer Service Representative | 12/2024 - Present

- Assisted clients with inquiries and maintained accurate interaction records.
- Provided onboarding training and password reset support.

Castle Biosciences | San Diego, CA
Clinical Administrator Coordinator | 10/2021 - 09/2022

- Conducted research on service providers and managed 120+ daily patient specimens.
- Collaborated with healthcare providers, improving patient satisfaction by 15%.

Home Pride Chem Dry | Corona, CA
Customer Service Representative | 10/2015 - 04/2019

- Managed 100+ daily inquiries and conducted insurance verifications.
- Initiated a feedback program, increasing customer satisfaction by 15%.

Skills

- Microsoft Office 365 | LIMS | Zendesk | Data Entry & Management
- Clear Communication & Collaboration | Advanced Problem Solving | Time Management
- Attention to Detail | Adaptability | Customer Service | Computer Literacy
- Hard Drive Erasure (US DOD 5220.22-M, KILL DISK) | Computer Hardware Assembly & Testing
- Password Resets

Education

Grossmont College | El Cajon, CA
Associate in Cyber Security (In Progress) | CompTIA A+, Security+ (In Progress)