

# Martin Alvarado

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<b>Summary</b>	IT professional with 3+ years of experience in technical support, system administration, and troubleshooting across diverse environments. Currently pursuing a B.S. in Information Systems at University of Texas at Arlington, graduating December 2025, with a strong foundation in resolving IT issues, deploying systems, and delivering exceptional end-user support.		
<b>Experience</b>	<b>City of Lewisville</b> Help Desk Technician	<b>Jan 2024 - Present</b> Lewisville, TX	
	<ul style="list-style-type: none"><li>Provide first-line technical support to city employees across 24 departments, diagnosing and resolving hardware, software, and network issues.</li><li>Deploy, configure, and upgrade computers and mobile devices to ensure seamless operations across various departments.</li><li>Educate end-users on best practices and troubleshooting techniques to promote self-sufficiency.</li><li>Assist in IT inventory management, including hardware tracking and software license compliance.</li><li>Maintain detailed documentation of technical issues and resolutions to support reporting and knowledge sharing.</li></ul>		
	<b>Edge Communications</b> I.T. Support	<b>Jul 2022 - Jan 2024</b> Plano, TX	
	<ul style="list-style-type: none"><li>Provided support and troubleshooting for complex hardware, software, network, mobile device, remote user, and phone-related issues in a large enterprise environment.</li><li>Managed user accounts, permissions, and group policies within Active Directory.</li><li>Assisted in developing knowledge base articles, checklists, FAQs, and end-user training materials.</li><li>Diagnosed and resolved complex remote issues affecting desktops, servers, POS systems, business software, and network infrastructure.</li><li>Logged and tracked all incidents using a ticketing system, ensuring proper documentation and efficient escalation to appropriate IT teams.</li></ul>		
	<b>Maevn Uniforms</b> System Administrator	<b>Jun 2021 - Jul 2022</b> Farmers Branch, TX	
	<ul style="list-style-type: none"><li>Applied analytical thinking and problem-solving skills to diagnose and resolve technical issues in both warehouse and office environments, ensuring minimal downtime.</li><li>Managed the setup, configuration, and maintenance of Windows servers and workstations.</li><li>Assisted with backend system integrations, including EDI and SFTP.</li><li>Upgraded and enhanced existing internal software applications to improve user experience, efficiency, and functionality across departments.</li><li>Implemented security measures and managed backups for Windows servers and company-wide systems.</li></ul>		
<b>Education</b>	<b>University of Texas at Arlington</b> Information Systems	<b>Anticipated: Dec 2025</b> Bachelor of Science	
<b>Certifications</b>	<b>Google Cybersecurity Certificate</b> Google	<b>Mar 2025</b>	
	<b>Google IT Support Certificate</b> Google	<b>Mar 2025</b>	
	<b>Security+</b> CompTIA	<b>Jul 2024</b>	
	<b>CCNA: Switching, Routing, and Wireless Essentials</b> Cisco	<b>May 2021</b>	
<b>Skills</b>	<b>Python</b> <b>Networking</b> <b>Okta Admin</b>	<b>SQL</b> <b>System Administrator</b> <b>Customer Service</b>	<b>ConnectWise / Freshservice</b> <b>Windows Server / Mac OSX</b> <b>Documentation</b>