

Joshua M. Alfarano

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EDUCATION

Grover Cleveland High School

Advanced Regents Diploma with seal of Civic Readiness

August 2019 - January 2023

SUNY New Paltz

Bachelor of Science in Computer Science

August 2023 - Expected May 2027

WORK EXPERIENCE

Food Universe Marketplace

Pricing Operations Clerk - 4407 43rd Ave, Sunnyside, NY 11104

September 2020 - May 2021

- Printed and placed product labels throughout the store, ensuring accurate pricing
- Monitored and corrected item prices in the system and on shelves
- Assisted with price changes and weekly promotional updates

Academic Computing Intern

SUNY New Paltz

February 2024 - May 2024

- Completed a 55-hour internship in IT
- Gained hands-on experience in troubleshooting, computer imaging, network support, and software installation
- Assisted with inventory, equipment setup, and classroom technology maintenance

Academic Computing IT Assistant

SUNY New Paltz Lecture Center

August 2024 - Present

- Provide technical support to faculty and staff in person and via helpdesk tickets
- Troubleshoot hardware and software issues on Windows and macOS systems
- Assist with setup and maintenance of computers, printers, and other peripheral devices
- Help install and update software across student lab and faculty machines on campus
- Ensure smooth operation of classroom technology in a fast-paced academic environment

IT Service Desk Technician / Hybrid

SUNY New Paltz Humanities 103

August 2025 - Present

- Serve as a first point of contact for technical support requests from students, faculty, and staff
- Respond to walk-ins, phone calls, TeamDynamix tickets, and email inquiries
- Diagnose and resolve hardware, software, and network connectivity issues on a wide range of devices including Windows and macOS computers, laptops, desktops, mobile phones, tablets, and audio equipment
- Manage user account access, password resets, and system permissions across campus platforms
- Maintain, configure, and deploy computers, peripherals, and networked devices in multiple departments
- Log and track issues in the helpdesk system to ensure timely resolution and improved efficiency
- Collaborate with all campus departments to coordinate support efforts and maintain university-wide technology reliability

SKILLS

Technical: Microsoft Office, Google Workspace, Windows & macOS troubleshooting, hardware installation/configuration, PC building & maintenance, printer/scanner setup, network connectivity (Wi-Fi, Ethernet, IP settings), software installation/updates, mobile device support (iOS & Android), A/V equipment troubleshooting, system imaging & deployment, helpdesk ticketing (TeamDynamix), asset management, classroom technology maintenance, and basic networking (DNS, DHCP, IP configuration)

Programming Languages: Java, Python, C, C++, GDScript, HTML, CSS, Assembly (x86 architecture)

Languages: English (fluent), Italian (fluent), German (fluent), Swiss-German (fluent)