Carlos Alvarado
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Fully Work Authorized · No Visa Sponsorship Required

PROFESSIONAL SUMMARY
Junior Systems Engineer with experience in systems improvement, project management, marketing, and databases

Key Skills

- Life cycle design
- Information Systems, Database, Data Analytics
- Programming: MySQL, Visual Basic, PHP
- Microsoft Office, Visio

- Customer service & support
- Training & performance reviews
- Conflict management & problem solving
- Bilingual: English and Spanish

EDUCATION
Bachelor of Science (BS), Systems Engineering   07/2015
Instituto Universitario Politecnico Santiago Marino, Valencia, Venezuela
Equivalent to U.S. Bachelor's Degree in the field from an accredited institution according to World Education Services, New York, 2014; proof of evaluation available upon request.

Associate's Degree, Systems Analysis   02/2005
Instituto Universitario de Tecnología para la Informática (IUTEPI), Acarigua, Venezuela

PROFESSIONAL EXPERIENCE
Systems Engineer (Internship)   02/2015 – 05/2015
University of Carabobo, Carabobo, Venezuela
Public university of Venezuela established in 1892 and welcoming 65K students a year

- Performed analysis of processes involved in the National Association of Libraries Directors, networks and information services of the academic and research sectors using direct observation, unstructured interviews, and document reviews; interpreted results and designed system life cycle based on methodology of the National Network of Integration and Free Software (MeRinde); created an efficient and secure structure for handling information using MySQL database handler
- Improved the efficiency of services provided to students by developing an automated system under web environment (PHP) using unified modeling language diagrams; achieved 70% system utilization as measured by sample of students; provided necessary tools for further adaptation by the remaining 30% of the sample.

ADDITIONAL WORK EXPERIENCE
Personal Shopper   05/2019 – Present
Amazon E-commerce Company, San Francisco, CA

- Settled – filled Prime **customer** orders and prepared them for delivery

Catering Associate   05/2018 – 04/2019
Aramark Corporation, San Francisco, CA

- Provided catering services and equipment per client/customer requests and banquet event orders
- Received excellent customer feedback

Maintenance Associate   07/2017 – 02/2018
Equinox Sport Club, San Francisco, CA

- Maintained, cleaned and repaired gym and exercise equipment
- Provided excellent customer service to members and visitors

Cashier   01/2016 – 01/2017
Taqueria Los Gallos, Hayward, CA

- Managed payments and offered excellent customer service

Sales Supervisor   06/2013 – 01/2015
Rofenirca, C.A., Valencia, Carabobo, Venezuela

- Implemented strategies to exceed monthly, quarterly, annual sales goals resulting in sales increase of 80%
- Directed all aspects of sales and operations, supervised a team of 10 Sales Associates including training, performance reviews, conflict management and problem solving

ATM Field Service Technician   04/2010 – 06/2013
Transbanca C.A., Valencia, Carabobo, Venezuela

- Conducted field service and first level repairs of ATM equipment, troubleshooted malfunctions, scheduled and monitored second level repairs by manufacturer, advised customers on operation and maintenance
- Reduced first level fault by 40% in 6 months by increasing service visits
  Kept manual records and generated daily reports of money distributed and collected, repairs and maintenance, inventory audits in central office