ALEJANDRO SILVA

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EDUCATION

California State University Fullerton   *August 2024 - Present*
Bachelor's of Computer Science
GPA: **3.4**

OBJECTIVE

Dedicated and detail-oriented professional with 9+ years of customer service experience and 3+ years of hands-on experience as a Library Clerk. Skilled in managing library resources, assisting patrons, and leveraging technology to enhance library operations. Seeking to bring my technical skills, strong organizational skills, and passion for education to support the school's library as a Library Technician, fostering a welcoming and resourceful environment for students and staff.

PROJECTS

Pop-Up Library (Orange Public Library)
The project was created as a resource to mobilize the city of Orange's Library in order to perform outreach and provide essential library resources to public events. I worked alongside the library services and Children's department to help search for materials to promote as well as assisted the In-House Literacy program's director to promote literacy material to the public.

WORK/TRANING EXPERIENCE

Yorba Linda Public Library   *December 2024 - Present*
Substitute Library Clerk

· Managed the circulation desk, including checking in/out materials, processing holds and assisting patrons with account inquiries.
· Organized and shelved library resources, ensuring accurate categorization and easy accessibility for patrons.
· Provided technical support to patrons assisting with computers, printers, and digital resources such as e-books and online databases.

Orange Public Library   *February 2022 - January 2025*
Library Clerk Alternate

· Delivered exceptional customer service , resolving patron concerns and fostering a welcoming enviornment.
· Supported library programs and events, including setup, promotion, and participant assistance.
· Mentored library pages in developing skills as it related to circulating library material and handling patron requests.

SKILLS

· Microsoft Office (Teams, Excel, Outlook, Word, etc.)
· Sirsi Workflows/Horizon
· Bilingual