

# Richard Álvarez

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## Work Experience

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### LEGO STEM Instructor

*Play-Well TEKnologies · Part-time*

Chicago, Illinois

Oct 2024 – Dec 2024

Taught STEM-focused LEGO classes to children, introducing engineering and problem-solving concepts through hands-on activities. Managed classroom engagement, ensured safety, and adapted instruction to diverse learning styles. Communicated effectively with parents and staff to provide updates and address concerns.

### IT Assistant

*Kenyon College, Library and Information Services · Part-time*

Gambier, Ohio

Sep 2023 – Feb 2024

Responded to help desk tickets and walk-up support across academic departments. Imaged and deployed Windows PCs, reset user credentials, and maintained print stations. Diagnosed AV systems in classrooms and performed cable management, microphone checks, and projector testing. Tracked maintenance windows using a custom scheduling spreadsheet that improved daily planning. Gained hands-on experience with ticket logging and user-facing communication.

### Assistant General Contractor

*Sommerlad Construction · Part-time*

Chicago, Illinois

Jun 2023 – Aug 2023

I participated in demolition projects for remodeling efforts, performed general land management tasks such as lawn mowing and simple assembly, and supported the team in meeting deadlines and adhering to safety standards.

### Sub Artist

*Fontanos Subs · Part-time*

Chicago, Illinois

May 2021 – Aug 2021

Worked behind the counter making sandwiches, maintaining cleanliness, and ensuring efficient service. Assisted with troubleshooting online orders, ensuring customer satisfaction and smooth operations.

### Teacher's Aid

*Intercultural Montessori · Part-time*

Chicago, Illinois

Apr 2019 – Feb 2020

Tutored students, facilitated programming learning, provided teacher support, and ensured effective communication and punctuality.

## Education

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### Kenyon College

*Bachelor of Arts in Film; GPA: 3.4/4.0*

Gambier, Ohio

Aug 2020 – May 2024

*Minor in History and Concentration in Integrated Program in Humane Studies*

Authored two papers on machine learning applications in creative industries. Produced and edited over 15 experimental video projects, including music videos, audio-reactive visualizations, and short films.

Relevant coursework includes Senior Research Seminar, AI for the Humanities, Advanced Post-Production, Data Structures and Program Design, Digital Photography, Sex, Drugs, Guns: Research Strategies in the Contemporary Age, and Software Development.

## Skills

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**Customer Service:** Troubleshooting, clear communication, in-person and remote support, teamwork under pressure

**Technical Skills:** Windows 10/11, device setup, printers, AV equipment, Zoom, Microsoft Teams, ServiceNow

**Digital Tools:** Microsoft Office, Google Workspace, CMS platforms, basic Adobe Suite, data entry and organization

**Organization:** Time management, task tracking, inventory handling, safety protocols, classroom and shop floor coordination

**Creative Work:** Video editing, web content updates, social media assets, visual presentation

## Certificates

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**CompTIA ITF+** Sep 2024

**CompTIA A+** In Progress