

# Richard Álvarez

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## About Me

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I am an enthusiastic professional with a strong background in customer service and retail operations. My experience spans working in high-paced environments, where I honed my skills in inventory management, product displays, and providing exceptional customer experiences. With a passion for the cannabis industry and a keen interest in the creative aspects of retail, I excel in maintaining an organized and welcoming atmosphere.

## Education

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### Kenyon College

Bachelor of Arts in Film; GPA: 3.47/4.00

Gambier, Ohio

Aug 2020 - May 2024

Minor in History and Concentration in Integrated Program in Humane Studies

- **Relevant coursework:** Senior Research Seminar, AI for the Humanities, Software Development, Programming Humanity, Data Structures & Program Design, Introduction to Programming
- **Extracurriculars:** Horn Gallery Videographer, Club Basketball, KSJP

## Work Experience

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### Library and Information Services (LBIS), Kenyon College

IT Assistant

Gambier, Ohio

Sep 2023 - Feb 2024

I supported campus-wide technology needs by preparing workstations, moving office tech, and securely erasing and recycling equipment. I restocked printers daily. I demolished hard drives. I conducted classroom checks under the guidance of team members. I streamlined team projects by applying programming skills, in one instance by generating a spreadsheet of course meetings and classroom locations to determine when our techs could perform maintenance.

### Sommerlad Construction

General Contractor

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.

### Fontanos Subs

Sub Artist

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.

### Intercultural Montessori

Teacher's Aid

Chicago, Illinois

Apr 2019 - February 2020

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

## Skills

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Customer Service: **Exceptional service skills**, handling customer inquiries, and resolving issues in fast-paced environments

Retail Operations: **Inventory Management**, **POS Operation**, and maintaining a clean, organized store

Cannabis Knowledge: Understanding of **cannabis products** and ability to provide informed recommendations

Troubleshooting: **Assisting with online orders**, resolving transaction issues, and troubleshooting customer problems

Technology: Familiar with **POS systems**, **online retail platforms**, and basic **IT support**

Applications: Proficient in **Adobe Creative Suite**, **DaVinci Resolve**, and **Cinema4D** for creative retail displays and marketing materials

## Awards & Achievements

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**George Washington University Leadership Book Award:** Awarded to juniors recognized by the faculty for outstanding leadership potential and demonstrated excellence in academic and community engagement.