

Richard Álvarez

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About Me

I am an aspiring IT professional with a passion for building community and providing excellent customer service. With years of experience working in dynamic, customer-facing environments, I excel at fostering a welcoming, safe, and educational atmosphere for customers. As a proud Latino, I aim to give back by promoting responsible cannabis use in the growing legal market.

Education

Kenyon College

Bachelor of Arts in Film; GPA: 3.47/4.00

Minor in History; Concentration in Humane Studies

Gambier, Ohio

Aug 2020 – May 2024

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

Work Experience

Library and Information Services (LBIS), Kenyon College

IT Assistant

Gambier, Ohio

Sep 2023 – Feb 2024

Prepared and maintained workstations across campus, ensuring technology access for students and staff. Leveraged organizational skills to manage workspaces, streamline classroom tech maintenance, and ensure equipment accuracy for campus events.

Fontanos Subs

Customer Service Specialist

Chicago, Illinois

May 2021 – Aug 2021

Delivered friendly and efficient service to a wide range of customers, including assisting with complex online orders. Ensured that workstations and public-facing areas were kept clean and organized, fostering a safe and professional environment.

Sommerlad Construction

General Laborer

Chicago, Illinois

Jun 2023 – Aug 2023

Participated in team efforts to complete renovation projects safely and on time, adhering to compliance standards. Assisted with demolition, general land management, and day-to-day site organization.

Skills

Cannabis Product Expertise: Familiar with cannabinoids, terpenes, and various product forms (e.g., edibles, tinctures, flower) to guide customer decisions based on wellness needs.

Compliance and Regulations: Knowledgeable in local, state, and federal cannabis laws and safety regulations.

Customer Service Excellence: Skilled at building rapport with diverse customers, providing tailored product recommendations, and fostering repeat business in fast-paced retail environments.

Retail Operations: Adept at maintaining clean, organized workstations; restocking products; merchandising displays; and ensuring compliance with health and safety standards.

Bilingual Communication: Fluent in English and conversational in Spanish, enhancing customer service by assisting Spanish-speaking clients.

Technical Skills: Proficient in Microsoft Office (Word, Excel), email systems, and general office equipment; able to support tech operations in a retail environment.

Awards & Achievements

George Washington University Leadership Book Award: Recognized for leadership potential and excellence in academic and community engagement.