

Richard Álvarez

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About Me

I am aspiring IT professional with a strong foundation in technical support and device management. My expertise spans across various platforms, including Windows and macOS, where I provide comprehensive support to end-users. My background in programming and cybersecurity enhances my ability to troubleshoot and secure IT environments effectively. I am committed to delivering high-quality support while adhering to ITIL practices and security policies.

Education

Kenyon College

Bachelor of Arts in Film; GPA: 3.47/4.00

Minor in History and Concentration in Integrated Program in Humane Studies

Gambier, Ohio

Aug 2020 - May 2024

- **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

Library and Information Services (LBIS), Kenyon College

IT Assistant

Gambier, Ohio

Sep 2023 - Feb 2024

I provided IT support for both Windows and macOS systems, handling hardware and software troubleshooting, inventory management, and desktop setup. I ensured the ticketing system was up-to-date and contributed to campus-wide technology maintenance. My role involved following IT security standards and supporting the smooth operation of campus IT resources.

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.

HSCHK, University of Chicago

Research Assistant

Chicago, Illinois

Aug 2018 - Nov 2019

I worked under Bernard Dickens III on an academic paper proposing strategies to protect against supply-chain attacks and ensure file integrity using advanced checksum technologies. I attended monthly code reviews and contributed 27 commits to the repository. This role taught me professionalism and collaboration in cybersecurity.

Publications

A Retrieval-Augmented Film Recommendation System | [GitHub](#) | [Digital Kenyon](#) | May 2024

- Utilized LangChain's OpenAI integration for dynamic query generation based on user preferences, demonstrating the potential for advanced AI and machine learning techniques in digital entertainment.
- Developed a Retrieval-Augmented Film Recommendation System using Node.js, integrating OMDb and TMDb APIs to enhance movie metadata for precise and personalized recommendations.

Unsupervised Deep Learning and PySceneDetect Analysis | [GitHub](#) | [Digital Kenyon](#) | May 2023

- Analyzed short-format video editing trends using PySceneDetect and DNNs.
- Employed t-SNE and PCA for data visualization and pattern discovery.

Skills

Languages: English (Native), Spanish (Intermediate)

IT Support: Windows, macOS, Active Directory, ITIL, ITSM, Hardware/Software Troubleshooting, Device Management

Programming: Python, JavaScript/Node, SQL, C, C++

Technologies: Enterprise Device Management, Cybersecurity Practices, Ticketing Systems, Asset Management

Tools: Docker, Linux, Configuration Management, Remote Desktop Applications

Applications: Microsoft Office Suite, Adobe Suite, Davinci Resolve