

Richard Álvarez

rawalvarez731@gmail.com / GitHub / raulduke.com / Relocating to Brooklyn, NY

About Me

Aspiring IT professional skilled in troubleshooting, user training, and maintaining technology systems. Experienced in optimizing workflows and delivering high-quality customer service. Passionate about empowering communities through technology, with a strong foundation in video production, programming, and technical problem-solving.

Education

New York University (NYU) Tandon School of Engineering

Master of Science in Computer Engineering

Brooklyn, New York

Aug 2025 (Expected)

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 AI for the Humanities (IPHS 300), Advanced Post-Production (FILM 391), Data Structures and Program Design (SCMP 218), Digital Photography (ARTS 321), Sex, Drugs, Guns: Research Strategies in the Contemporary Age (INDS 140), and Software Development (SCMP 318).

Work Experience

IT Assistant

Library and Information Services (LBIS), Kenyon College · Part-time

Gambier, Ohio

Sep 2023 – Feb 2024

Provided front-line IT support to students and faculty, troubleshooting hardware and software issues across Windows and macOS systems. Managed ServiceNow tickets, ensuring timely resolutions. Assisted with classroom technology setup, printer maintenance, and peripheral configurations. Delivered remote support via remote-in tools and performed basic networking diagnostics.

LEGO STEM Instructor

Play-Well TEKnologies · Part-time

Chicago, Illinois

Oct 2024 – Dec 2024

Taught STEM-focused LEGO engineering classes, introducing mechanical and programming concepts to children. Adapted instruction to various learning styles and managed class engagement. Communicated effectively with parents and staff to ensure a structured learning environment.

Script Reader

Good Deed Entertainment · Internship

Columbus, Ohio

May 2022 – June 2022

Analyzed incoming screenplay submissions, evaluating narrative structure, character development, and commercial viability. Wrote detailed coverage reports summarizing strengths, weaknesses, and recommendations for acquisitions. Provided insights on potential projects, aligning with the company's content strategy.

Research Assistant

University of Chicago · Part-time

Chicago, Illinois

Aug 2018 - Nov 2019

Worked under Bernard Dickens III on an academic paper focused on cybersecurity and supply-chain attacks. Contributed 27 commits to repository code reviews. Explored cryptographic checksum verification methods to detect unauthorized software modifications.

Certificates

CompTIA ITF+ Sep 2024

IT fundamentals, troubleshooting, hardware, networking basics

NYU Tandon Bridge Mar 2025

Discrete mathematics, data structures, algorithms, C++ programming

Skills

Technical Support: Windows/macOS troubleshooting, software and hardware installation, remote support, user training, ticket management

Networking: VPN setup, basic network configuration, security monitoring, device provisioning

Cloud & Security: Office 365, Google Workspace, secure file handling, endpoint security, password management

IT Operations: Asset management, system imaging, hardware deployment, IT project support

Soft Skills: Customer service, documentation, troubleshooting, teamwork, problem-solving