

Richard Álvarez

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About Me

Aspiring IT professional with helpdesk and customer service experience. Skilled in documenting tickets in systems like Topdesk and providing clear, articulate phone support. Known for having a clear, loud speaking voice, and excelling in both written and verbal communication. Passionate about technology and problem-solving.

Education

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

Library and Information Services (LBIS), Kenyon College

IT Assistant

Gambier, Ohio

Sep 2023 – Feb 2024

- Provided campus-wide tech support, setting up workstations and troubleshooting IT issues.
- Documented incidents using Topdesk, ensuring accurate and clear ticketing for escalation.
- Delivered phone-based support, assisting users with technology issues, and escalated unresolved tickets following established procedures.
- Collaborated with the team to ensure effective classroom tech operations and user support.

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

Team Member / Sub Artist

Chicago, Illinois

May 2021 – Aug 2021

Provided fast and friendly customer service in a fast-paced food service environment. Responsible for preparing sandwiches, handling orders, and ensuring that all customers were satisfied with their experience. Worked collaboratively with a small team to maintain cleanliness and meet daily service targets.

Intercultural Montessori

Teacher's Aid

Chicago, Illinois

Apr 2019 – Feb 2020

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

Certificates

CompTIA ITF+ Sep 2024

Awards & Achievements

Leadership Book Award

George Washington University

Chicago, Illinois

Apr 2019

Skills

IT Support: Helpdesk, troubleshooting, documenting tickets

Tools: ServiceNow (Ticketing), EMR familiarity (Epic Beaker)

Programming: Python, JavaScript, SQL

Languages: English (Fluent), Spanish (Intermediate)