Richard Álvarez

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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   Brooklyn, New York
Master of Science in Computer Engineering   Aug 2025

Kenyon College   Gambier, Ohio
Bachelor of Arts in Film; GPA: 3.4/4.0   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

LEGO STEM Instructor   Chicago, Illinois
Play-Well TEKnologies · Part-time   Oct 2024 – Dec 2024
Taught STEM-focused LEGO classes to children, introducing engineering and problem-solving concepts through hands-on activities. Managed classroom engagement, ensured safety, and adapted instruction to diverse learning styles. Communicated effectively with parents and staff to provide updates and address concerns.

IT Assistant   Gambier, Ohio
Library and Information Services (LBIS), Kenyon College · Part-time   Sep 2023 – Feb 2024
Provided technical support in a high-demand environment, troubleshooting Windows and macOS issues, configuring printers, and resolving software installation problems. Managed ServiceNow tickets, ensuring timely resolutions. Delivered remote support via remote-in tools.

Video Editor   Gambier, Ohio · Remote
Kenyon College · Contract   Apr 2022 – May 2022
I condensed over 30 hours of interviews into a concise 10-minute recap for the John W. Adams Summer Scholars Program in Socio-Legal Studies. I crafted a polished visual presentation that adhered to Kenyon's Visual Identity System. I highlighted key interview themes while ensuring balanced representation of all participants. I delivered the final product on schedule in an optimized format, maintaining professional collaboration with the employer throughout the project.

Research Assistant   Chicago, Illinois
University of Chicago · Part-time   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.

Certificates

CompTIA ITF+ Sep 2024
NYU Tandon Bridge Mar 2025

Skills

Technical Support: Windows, macOS, hardware troubleshooting, software installation, peripheral setup, remote support
Networking: Basic understanding of Active Directory, DNS, VPN, network configuration
Cloud Services: Office 365, Google Workspace, email administration
Security: Basic endpoint security, password management, secure data handling
IT Operations: Asset management, system imaging, printer maintenance
Development: Python, JavaScript, C++, SQL, Bash scripting
Soft Skills: Customer service, documentation, troubleshooting, teamwork