

Antrun Alvarado

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Certifications

CompTIA A+, Earned April 2026 | **CompTIA Network+**, Earned Feb 2026 | **CompTIA Security+**, Earned Mar 2026
CompTIA Secure Infrastructure Specialist (Stackable credential)

Summary

CompTIA A+, Network+, and Security+ certified entry-level IT support candidate with hands-on lab experience and a strong customer service background. Built and troubleshot home lab projects involving **Windows support, Active Directory, virtualized networking, Wazuh SIEM, and osTicket** help desk workflows. Experienced in diagnosing connectivity issues, documenting troubleshooting steps, supporting users, and learning new systems quickly in fast-paced environments.

Technical Skills

- **Operating Systems:** Windows, Ubuntu Linux
 - **Tools:** VirtualBox, Wazuh, osTicket, XAMPP, Apache, MySQL, phpMyAdmin, SSH, VNC.
 - **Networking:** TCP/IP, DNS, DHCP, NAT, static IP addressing, default gateways, basic subnetting, port forwarding.
 - **Security:** SIEM fundamentals, log monitoring, firewall troubleshooting, role-based access control, access permissions.
 - **IT Support:** Ticket handling, issue documentation, escalation, customer communication, POS/kiosk troubleshooting.
 - **Other:** Microsoft Office, Google Workspace, ECLIPSE WMS, Python (basic), HTML/CSS/JavaScript (basic) 50 WPM typing.
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Projects

Active Directory Home Lab | Windows Server, Active Directory, DNS, VirtualBox

- Built a Windows Server home lab and promoted a server to a **domain controller** for the lab.local domain
- Created **custom OUs**, user accounts, and HelpDesk security group to simulate a small business environment
- **Configured static IP and DNS** settings for a windows client and successfully joined it to the domain.
- Troubleshoot one-way network connectivity and **updated Windows Defender Firewall** rules to restore bidirectional communication.

osTicket Help Desk Lab | Windows, XAMPP, Apache, PHP, MySQL, phpMyAdmin

- Deployed osTicket locally on Windows using **XAMPP**, Apache, PHP, and MySQL to simulate a help desk environment.
- Configured departments, user accounts, agent roles, admin access, and Tier 1 support permissions.
- Built and tested ticket workflows from creation to resolution, including assigning tickets, writing user-facing responses, documenting troubleshooting steps, and closing resolved issues.
- Troubleshoot installation, configuration issues involving PHP compatibility, MySQL setup, and configuration files.

Windows IT Support Troubleshooting | Windows, VirtualBox

- Built a **Windows VM** lab to practice real-world IT support troubleshooting.
- Simulated a network issue where the system could reach IP addresses but could not resolve domain names.
- Used **ping and nslookup** to diagnose the issue as a DNS misconfiguration.
- Corrected DNS settings and restored full connectivity.

Wazuh SIEM Lab | Ubuntu VM, Raspberry Pi, Wazuh

- Deployed a **Wazuh SIEM** environment on an Ubuntu Linux VM to establish centralized security monitoring and **log aggregation**.
 - Connected a Raspberry Pi as an **endpoint agent** for log visibility and monitoring.
 - Troubleshoot NAT/bridged networking, port forwarding, firewall blocking, and agent enrollment issues.
 - Verified successful communication by getting the Pi to appear in the Wazuh dashboard and reviewing logs.
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Experience

Big Y – Frozen, Dairy Grocery, Seafood & Meat Associate

West Springfield, MA | 2025 – Present

- **Resolved 50+** daily customer inquiries, ensuring high satisfaction through active listening and effective problem-solving.
- Managed physical **inventory workflows**, maintaining strict compliance with quality assurance and safety protocols.
- Operated autonomously in a fast-paced environment, proactively identifying and escalating inventory discrepancies to management.

Johnstone Supply – Warehouse Associate

West Springfield, MA | June 2025 – Aug 2025

- Utilized the **ECLIPSE WMS** database to track shipments, document discrepancies, and generate accurate shortage reports.
- Processed product returns, inspected items for restock eligibility, and supported warranty-related inventory procedures.
- **Coordinated communication** between vendors, drivers, and management to ensure seamless operational workflows.

Cinemark – Box Office & Team Member

West Springfield, MA | Oct 2024 – Jun 2025

- Delivered Tier-1 style support to guests, **troubleshooting POS** systems and automated ticketing kiosk errors to minimize downtime.
 - De-escalated complex customer concerns, **processing refunds** and providing clear explanations of technical and **policy issues**.
 - Adapted rapidly to support multiple operational departments during high-volume peak hours.
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Education

Holyoke Community College — Computer Science (In Progress)

Professional Development

Attended SecureWorld Boston - April 2026 | Attended New England Cybersecurity Professionals March 2026 Meetup