

Robert Alves

Details

rjalves@outlook.com

Links

[Linkedin](#)

[Website](#)

Skills

Leadership Skills

Customer Service

Computer Skills

Communication Skills

Microsoft Office

Computer Hardware

Active Directory

Apple Products

Project Management

Languages

English

Hobbies

Herbology,
Gardening, book
writing

Profile

Adaptable professional with 23 years of experience. Proven knowledge of desktop technology, end user support, and operating systems. Looking to continue a path of learning and growth.

Employment History

Computer Technology Analyst at East Carolina University, Greenville, North Carolina

OCTOBER 2001-PRESENT

- Plan, and coordinate, with clinical faculty and staff, system replacements to minimize downtime.
- Manage clinical system refresh projects.
- Configure iOS via Apple Configurator 2 and Apple School Manager for proper MDM university management.
- Meet with Distributed IT, faculty, and staff, to plan a proper profile for Intune management.
- Create documentation for "how to" guidelines and policies for faculty, staff, and help desk technicians.
- Troubleshoot, repair, and upgrade various computer hardware, to include OS and OS X.
- Train student workers and new hire staff on the roles, responsibilities, and operations.
- Work with centralized security to ensure that cyber threats and potentially compromised systems are removed, analyzed, and returned to service.
- Serve as the primary iOS/OS X technician for the West Campus IT, Brody School of Medicine.
- Utilize JAMF Pro to manage supervised enrolled devices.
- Use Microsoft Active Directory to move systems into correct groups/subgroups for policy management.
- Troubleshoot network, computer, application issues, provide corrective actions.
- Collaborate with other IT departments for issues that require higher level networking, server, or application support.

Author at Self Published, Pikeville, North Carolina

JULY 2023- PRESENT

- Plan and create story outlines.
- Develop plots and character profiles.
- Research story line topics for plausibility.
- Work with editors to ensure proper grammar and structure.
- Design and work with graphic designers for cover art.
- Ensure that ISBNs are properly purchased, documented.
- Work with the layout designers for trims sizes.
- Research market prices for e-commerce and print sales.
- Implement word of mouth and electronic advertisements
- Create documentation, timetables, and storyboard sketches for overall project management.

- Manage and monitor the manuscript through the online self-publishing company.

Education

BA Applied Psychology, University of Mount Olive, Mount Olive
AUGUST 2023 — AUGUST 2026

Currently an enrolled student, returning to finish degree in Psychology.

North Carolina Wesleyan College, Raleigh, North Carolina

Taking education credits towards a degree.

Coastal Carolina Community College, Jacksonville, North Carolina

Course work towards degree.

Courses

Applications of Psychology, University of Mount Olive

Apple Certified Macintosh Technician, Apple

Mental Health and Nutrition Certificate, University of Caterbury, Edx.

Herbal Constituents I, II, III, by Lisa Ganora, Genesis School of Natural Health

Anatomy and Physiology, Part I & II Genesis School of Natural Health

Vitamins, Minerals, and Supplements, Genesis School of Natural Health

M200 Nutrition and Health, Genesis School of Natural Health