Steven Alvarez

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Experienced, innovative, and detail-oriented professional with unique leadership characteristics and several years of technical experience in fullstack development, data modeling, database systems, Quality Assurance (QA), processes, process optimization, IT management, web services, cybersecurity, and AWS service configuration across various industries. Highly skilled in collaborating with cross-functional teams, developing high-quality web applications, managing various and complex databases, conducting data audits, and overseeing data & administration systems.

PROFESSIONAL EXPERIENCE

DOE – NYC Department of Education   **Brooklyn, NY**
Computer Specialist (Software) – Data Developer   December 2022 – Present

- Improve data accuracy and reliability by 25% through proactive database monitoring and regular maintenance.
- Collaborate with DIIT Developers & Data Management Teams to accurately and efficiently utilize the LCGMS databases, showcasing key collaboration and teamwork skills.
- Identify effective update strategies by working with more than 5 Subject Matter Experts from other DOE Divisions.
- Provide SQL and DB2 database guidance for all changes and updates throughout the SDLC.
- Enhance and guide team developers in complex SSIS and stored procedure job design by reading and writing SQL Code.
- Reduce error rate by 15% through code reviews with developers as a first step Quality Assurance (QA) process.
- Implement database changes and updates for 5 applications in adherence to business rules & regulatory requirements.
- Prepare custom reports for NYC DOE, City agencies, State Education Department, and federal regulators using SQL code.
- Lead/participate in QA reviews of application and database changes, ensuring high-quality and error-free deliverables.
- Maintain user management security for the DOE LCGMS apps and databases, ensuring confidentiality & data integrity.
- Streamline ETL processes through automation, resulting in a 20% reduction in data processing time.
- Utilize ArcGIS to geocode 5 monthly lists of school addresses and map them into zones for enhanced data analysis.
- Oversee the design, development, documentation, and testing of ETL jobs and mappings in Server and Parallel jobs using Data Stage to populate tables in Data Warehouse and Data Marts.
- Function as backup and second-in-command to the Location Team Lead, ensuring seamless continuity of operations.

HRA – Human Resource Administration   **New York, NY**
IT Manager, Consultant - Specialist I   October 2021 – December 2022

- Operated and implemented data communication and transformation system modules using SQL Server Integration Services, portraying excellent leadership skills.
- Designed, tested, and maintained reports using SQL Server Reporting Services (SSRS) with exceptional attention to detail.
- Responded to 25+ tickets per week through HASA Web and updated the database using advanced queries and sub-queries.
- Provisioned an average of 30 weekly security modification requests, enabling access to HASA Web for authorized users.

OSC – Office of the State Comptroller   **New York, NY**
State Program Examiner Trainee 1, SG-14   January 2021 – October 2021

- Analyzed audit data using SQL queries to identify trends and relationships between variables to produce reports and audit findings, displaying key analytical skills.
- Prepared work papers, engagement letters, and preliminary and final audit findings utilizing TeamMate Audit Software.

HRA – Human Resource Administration   **New York, NY**
Job Opportunity Specialist   December 2018 – January 2021

- Troubleshoot Remote VPN Logins and advocated with MIS to integrate the company team of 15 into Access Control List.
- Conducted over 150 interviews a month to determine eligibility for Public Assistance using a UNIX command-line database named Welfare Management System.

Project Renewal, Next Step ACE Program   **New York, NY**
Certified Peer Specialist   March 2017 – December 2018
- Superintended and maintained the New York Employment Services System (NYESS) Database System, consulting the NYESS Database Manager for Assistance when necessary.
- Assessed and researched all New ACE/Client Intakes in Salesforce for Quality Assurance, improving efficiency by 35%.
- Created all client records for the New York Employment Services System (NYESS) and entered all job search activities.
- Set up a Microsoft Office Suite training program to assist 50 clients technically, resulting in a 25% increase in employment.

Mental Health Project of the Urban Justice Center   **New York, NY**
Peer Specialist Intern   July 2016 – September 2016
- Co-facilitated more than 5 consumer advisory board meetings and 7 open mic events and assisted with Graphic Design.

Staples, Inc.   **New York, NY**
EasyTech   May 2014 – October 2015
- Diagnosed and resolved end-user issues regarding mobile and network devices, computers, printers, and auxiliary equipment, showcasing key problem-solving skills.

Bronx Community College   **Bronx, NY**
Computer Information Systems Tutor   May 2005 – June 2011
- Tutored 50 students a month in programming courses including C, C++, C#, Java, VB .NET, and SQL which resulted in over 95% of the students passing their courses and graduating.
- Converted software designs and specifications into high-functioning code, which led to a 20% reduction in latency.

EDUCATION

Lehman College   **Bronx, NY**
Bachelor of Science in Computer Science   June 2013

Bronx Community College   **Bronx, NY**
Associate of Applied Science in Computer Information Systems   June 2007

CERTIFICATIONS/COURSES

Software Engineering Web Development Boot Camp - Queensborough Community College., Queens, NY   June 2024
AWS Certified Cloud Practitioner - Compu Tech Inc., Queens, NY   April 2024
Executive Coaching Sessions - NYC Public Schools, Brooklyn, NY   April 2024
Front End Web Development Certificate - Bronx Community College, Bronx, NY   March 2024
CompTIA A+ - Compu Tech Inc., Queens, NY   July 2022
Google Professional IT Certificate - Google, Online   September 2020
CCNA Training - 42 Hours, New York, NY   September 2020
Network+ Training - 30 Hours, New York, NY   August 2020

SKILLS AND INTERESTS

Technical Skills: Microsoft Office Suite, Google Workspace, HTML, CSS, JavaScript, SQL, C#, Visual Basic, Python, Java, VBA, Selenium, AWS, Help Desk, SQL Server, DB2, Oracle, SSRS, SSIS, Salesforce, Active Directory, IAM, Linux, Windows, Mac OS