

John Alferez

📍 Houston, TX ✉ johnalferez100@gmail.com ☎ (832) 566-4412

SUMMARY

Computer Science graduate with hands-on experience in hardware diagnostics and system verification. Proven ability to maintain 100% accuracy in high-volume environments. Skilled at translating complex technical issues into clear solutions for end-users while ensuring all troubleshooting steps are meticulously documented for resolution

SKILLS

Operating Systems: Windows 10/11, macOS, Linux (Headless/CLI, Ubuntu, Bash).

Hardware: PC Assembly, Component Diagnostics, BIOS/UEFI, Peripheral Troubleshooting.

IT Operations: Python, Git, PostgreSQL, Ticketing Systems, Technical Documentation, Root Cause Analysis, Microsoft 365.

Soft Skills: Customer Service, Service Desk Workflow, Incident Escalation, Problem-Solving.

EXPERIENCE

Debug Technician

Foxconn Industrial Internet

April 2026 - Present, Houston, Tx

- Diagnose and resolve hardware, firmware, and system-level failures on 6+ **AI servers** daily using BIOS logs, vendor diagnostics, and structured break-fix procedures to isolate board, cabling, and compatibility issues.
- Utilize **Bash CLI** and Linux utilities to analyze hardware and network issues, validate system functionality, verify drivers and firmware, and support troubleshooting for 30+ systems weekly in a fast-paced production environment.
- Execute break-fix and system validation workflows in compliance with SOPs while documenting serial numbers, part information, and test results **in CloudMES**, escalating unresolved defects with detailed reproduction steps to maintain accurate repair tracking and **data integrity**.

IT Technician

GreenTek Solutions

June 2025 - July 2025, Stafford, Tx

- Performed **physical teardowns and hardware audits** on over 150+ enterprise desktops, laptops, and servers per week to identify and log critical internal components for **client reporting**.
- Interfaced with **system BIOS** to verify technical specifications and system health, ensuring **100% accuracy** in configuration logs for **CPU, RAM, and storage arrays**.
- Utilized **proprietary logging software and Excel** to create serialized labeling and organized asset placement, maintaining flawless **inventory metrics** for high-volume hardware shipments.

Frontend Web Developer Intern

Southwestern Adventist University

January 2023 - May 2024, Keene, Tx

- Diagnosed and resolved **software bugs and browser compatibility issues** to improve system usability and performance metrics by **20%**.
- Leveraged **PostgreSQL queries** to verify backend data integrity across 1,000+ records and used **Git for configuration management**, maintaining version accuracy for all system updates and deployments.
- Utilized a **centralized management system** to document 5+ weekly technical tasks and provide real-time status updates, improving team alignment and accelerating **incident resolution turnaround times**.

PROJECT

AdventShare System Development

Southwestern Adventist University • August 2024 - May 2025

- Developed comprehensive technical documentation covering system requirements, structural workflows, and testing procedures to ensure structural consistency.
- Created and maintained PostgreSQL mock data sets to support database stress testing and improve development and debugging efficiency.
- Collaborated with team members to coordinate system testing, analyze results, and troubleshoot technical issues to improve system reliability and workflow efficiency.

EDUCATION

Bachelor of Science in Computer Science

Southwestern Adventist University • Keene, Tx • 2025