

Stephen A. Alonzo

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EXPERIENCE

Computer Programmer, CNMI Department of Finance - OIT - **Saipan, MP** June 2021 – Current

- Assisted in developing and maintaining internal web applications using HTML, CSS, JavaScript, and PHP, ensuring seamless functionality and user experience.
- Collaborated with senior developers and cross-functional teams to troubleshoot, optimize performance, and implement new features aligned with project goals.
- Assisted in the rollout of a new web-based cashiering system, including creating user login credentials, configuring access through FortiClient VPN, and walking staff through training materials.
- Installed, configured, and maintained workstations, operating systems, and peripheral equipment; performed minor repairs and referred escalated issues to vendors.

Admin Assistant, United Pacific Collection Agency - **Saipan, MP** September 2025 - December 2025

- Accurately processed and recorded customer payments and maintained up-to-date financial records.
- Streamlined office operations by efficiently managing phone inquiries, scheduling, and preparing professional client correspondence and collection letters.
- Supported account management and payment processing functions and ensured timely communication between clients and internal teams.

Material Handler III, Apple, Inc. - **Elk Grove, CA** December 2023 – March 2025

- Streamlined the repair workflow in a high-volume environment, ensuring timely turnaround for iPhone repairs while maintaining strict quality control standards.
- Conducted in-depth diagnostics and repairs on various iPhone models, addressing issues such as battery replacements, screen repairs, and internal component fixes with precision and attention to detail.
- Assisted in managing parts inventory, tracking stock levels, and ensuring the availability of essential components, which contributed to minimizing downtime and maximizing repair efficiency.

Wait Staff, Carlton Senior Living - **Elk Grove, CA** May 2023 - April 2025

- Delivered friendly, attentive dining service to residents in a senior living community, ensuring comfort, dignity, and satisfaction during meals.
- Coordinated with kitchen staff to ensure timely and accurate meal delivery.
- Built positive relationships with residents, families, and staff, contributing to a supportive and caring community atmosphere.

Wait Staff, Shirley's Coffee Shop - **Saipan, MP** April 2017 - May 2021

- Provided exceptional customer service in a busy, fast-paced restaurant, ensuring a welcoming and satisfying dining experience for guests.

EDUCATION

Northern Marianas College, May 2020

Saipan, MP

A.A.S. Business Administration – Computer Applications Emphasis

SKILLS

Microsoft Office 365 (Word, Excel, Powerpoint, Outlook, Teams, Sharepoint, Active Directory, Intune, Purview, Defender, Identity (Entra)), IBM/AS400, Fortinet (FortiGate, FortiClient VPN), Canva, Figma, OBS, Wordpress, Customer Service, Google Workspace (Docs, Slides, Sheets), Adobe Suite (Acrobat, Illustrator, Photoshop, Premiere Pro, XD, Lightroom, InDesign), Antivirus Software (SentinelOne, Norton, McAfee, Microsoft Defender), PHP, HTML5, CSS3, MySQL, Javascript, Vue, Inertia, Laravel, Git, Alpine.js, REST API, AWS S3, Windows Server 2018, GPO Management, Computer Troubleshooting, Network Administration, Cloud Computing, System Administration, Device Management