

# Alejandro C. Galarza

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## PROFESSIONAL SUMMARY

Highly organized, detail-oriented and tech-savvy professional with a diverse background in healthcare, customer service, education, and business ownership. Experienced in aseptic preparation of infant formula as a Milk Technician and skilled in IT troubleshooting, Linux systems, and data management. Strong entrepreneurial skills developed through owning and operating a pet care business. Adept at providing personalized care in healthcare settings, including work with LGBTQ+ individuals. Bilingual in Spanish with beginner-level ASL proficiency. Holds multiple IT certifications, including TestOut PC Pro and Security Pro, with expertise in Microsoft Office and RedHat Linux. Passionate about problem-solving, client satisfaction, and continuous learning.

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## PROFESSIONAL EXPERIENCE

### Connecticut Children's Medical Center – Hartford, CT

September 2024 – April 2025

#### Milk Technician

- Accurately prepare and distribute infant formulas and human milk feedings in a sterile, aseptic environment for NICU patients.
- Adhere to strict hospital and safety protocols to minimize contamination and ensure nutritional accuracy.
- Collaborate with NICU healthcare providers, dietitians, and nursing staff to meet specific infant feeding requirements.
- Maintain detailed records of feeding preparations, inventory management, and compliance with regulatory guidelines.

### CT Pampered Pet, LLC – Windsor Locks, CT

April 2023 – Present

#### Owner

- Established and managed a successful pet care business, providing in-home pet sitting, feeding, and companionship services.
- Developed a loyal customer base through exceptional service, client communication, and personalized pet care plans.
- Handled scheduling, invoicing, and marketing efforts to expand clientele and maintain business operations.
- Assessed pet behavior and health conditions, ensuring a safe and stress-free environment for animals.

### Anchor Health Initiative – Hamden, CT

June 2022 – October 2022

#### Personal Care Assistant

- Provided compassionate, individualized care to LGBTQ+ patients, ensuring cultural competence and inclusivity.
- Assisted with daily activities, including personal hygiene, meal preparation, and mobility support.
- Resolved technical issues by troubleshooting PC errors and fixing program system bugs for staff and patients.
- Maintained accurate records of patient interactions and care plans, following HIPAA regulations.

### Happy Dogs At Home – South Windsor, CT

January 2019 – March 2022

#### Animal Caregiver

- Provided in-home pet care, including feeding, exercise, medication administration, and behavioral observation.
- Monitored animal behavior and reported any concerns to pet owners.
- Maintained a clean, safe environment for pets while offering companionship and comfort.

### Town of South Windsor – South Windsor, CT

January 2021 – May 2021

#### Substitute Teacher

- Implemented lesson plans and supervised elementary school students in a structured learning environment.
- Adapted teaching methods to accommodate diverse learning styles and educational needs.
- Maintained classroom order and provided support to students to enhance their academic experience.

### Walgreens – Manchester, CT

June 2016 – November 2019

#### Customer Service Associate

- Assisted customers with purchases, returns, and product inquiries while maintaining a high level of service.
- Managed inventory, restocked merchandise, and ensured product displays were organized and visually appealing.
- Processed transactions using POS systems and handled cash, credit, and electronic payments accurately.

## **State of Connecticut Department of Mental Health and Addiction Services**

**January 2016-June 2018**

### **Youth Agent**

- Conducted compliance checks to ensure businesses adhered to state and federal regulations.
- Collected and processed evidence, maintaining chain of custody procedures for legal accuracy.
- Entered and managed data within multiple state databases to track compliance reports and case outcomes.

### **Certifications & Skills**

- Advanced Spanish (Speaking, Reading, Writing)
- Beginner American Sign Language (ASL)
- Infant Feeding Technician Certification
- Microsoft Office Suite (Access, Excel, PowerPoint, Word)
- RedHat Linux Proficient
- ServSafe Food Handler
- TestOut Certified PC Pro
- TestOut Certified Security Pro

### **Activities**

#### **Laton Nation Taino Learning Community – Waterbury, USA**

**June 2024 – Present**

##### **Member**

- The TLC's mission focuses on promoting the self-determination and protection of the human rights, culture, traditions, and sacred lands of Taíno and other Caribbean Indigenous Peoples.
- It aims to serve as a forum for educational advocacy, including human rights and cultural education, and policy development to affirm and safeguard indigenous cultural heritage and spiritual traditions.
- The community also works towards promoting spiritual, cultural, educational, health, economic, and social development in the Caribbean and the Diaspora.

#### **Imperial Sovereign Court of All Connecticut – Connecticut, USA**

**January 2023 – Present**

##### **Volunteer**

- Provide voluntary technical support to resolve IT-related issues for the nonprofit organization.
- Assist with troubleshooting software and hardware problems to ensure smooth operations.
- Contribute to community outreach and fundraising efforts to support the organization's mission.

#### **Hartford Gay Men's Chorus – Hartford, CT**

**January 2022 – January 2024**

##### **The Diversity, Equity, and Inclusion Board Chair**

- To provide community engagement! Beyond performances, the chorus actively participates in community outreach through partnerships with LGBTQ+ and gay-affirming organizations.
- Engage in various civic programs, cultural celebrations, and pride events, using music as a tool for social change and visibility.

## **EDUCATION EXPERIENCE**

### **Capital Community College – Hartford, CT**

Associate of Science in Computer Networking | Present

### **The Ohio State University – Columbus, OH**

Certified Infant Feeding Technician | 2024 – 2025

College of Food, Agricultural, and Environmental Sciences

### **South Windsor High School – South Windsor, CT**

High School Diploma in General Studies | 2017