

Keidy Lopez

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Hello! I'm a bilingual computer science graduate who's passionate about coding and solving problems. Always looking to learn more and contribute to projects that make an impact!

Education

Saint Anselm College

May 2025

Bachelor of Arts in Computer Science

Minor in Cyber Criminology

Massachusetts Seal of Biliteracy

Professional Experience

Saint Anselm College Information Technology Service Desk

Student Technician

October 2023 – Present

- Provided excellent tech support to students, faculty, and staff, ensuring quick fixes and smooth resolutions to IT issues.
- Helped users with everything from software installs to password resets and connectivity problems, offering tailored solutions to meet their needs.
- Acted as the go-to person for issues, assessing problems efficiently, solving what I could, and escalating when needed.
- Teamed up with campus IT staff to improve and streamline Service Desk operations, making processes more efficient.
- Mentored new student employees, helping them get up to speed and feel part of the team through training and sharing knowledge.
- Fostered a positive, collaborative atmosphere by actively listening, being patient, and communicating clearly with peers to create a supportive Service Desk environment.

Clinton High School Main Office

Multilingual Announcer

August 2018-May 2021

- Worked closely with the school's main office staff to translate daily morning announcements into Spanish, ensuring timely delivery to the entire school community.
- Confidently and articulately delivered translated announcements, fostering inclusivity and accessibility for non-English speaking members of the school.
- Maintained a high level of trust and confidentiality by being the sole student privy to the information before it was announced, ensuring the integrity of the school's communication.
- Contributed to a more inclusive and culturally sensitive school environment by bridging language gaps and fostering effective communication across diverse student groups.

Community Service

Clinton Spanish SAD Church Golden Hawks

Newsletter editor

August 2019-June 2021

- Collaborated with other staff members to gather diverse content and meet publication deadlines.
- Managed the layout and design of the newsletter, including font selection, article formatting, and image choices.
- Ensured accuracy, clarity, and quality of content through editing and proofreading processes.

Skills and Competencies

Bi / Multi Lingual Python Java HTML CSS SQL Git JavaScript Express.js Collaborative work style Self-motivated Continuous Learner Adaptability Problem-solving Communication