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# Andie Nolla

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Evanston, IL 60201  
(573) 644-2502  
andienolla@u.northwestern.edu

## SKILLS

Proficiency in coding languages (C++, Racket, Assembly, Python)

Experience in web design (HTML, CSS, JavaScript)

Professional written and verbal communication skills

Ability to work independently

Ability to work collaboratively on teams

Problem solving skills

Qualified organizer

## EXPERIENCE

### **Northwestern Information Technology, Evanston, IL** - *Service Desk Analyst*

June 2018 - Present

- Collaborate with full-time staff to address complex issues
- Act as a friendly, empathetic customer service face for IT
- Promote Knowledge Centered Support (KCS) by creating and editing knowledge base articles

### **Northwestern University Computer Science Department, Evanston, IL** - *Peer Mentor*

Spring 2020

- Worked under Prof. Ian Horswill in the pilot run of COMP\_SCI 295/396: AI and Hybrid, Participatory Narrative
- Provided direct support to students in classroom and office hours settings
- Assisted in creating class structures and resources available to students.

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## EDUCATION

### **Northwestern University, Evanston, IL**

September 2018 - Present

Major in Computer Science

Minor in Gender and Sexuality Studies

GPA: 3.0/4.0

Expected graduation year: June 2022

Relevant Coursework: Human Computer Interaction (Spring 2020)

## References

### **Lynne Jeffers, Support Center Manager**

Northwestern Information Technology

<[lynne@northwestern.edu](mailto:lynne@northwestern.edu)>

### **Gwendolyn Kelly-Masterton, Assistant Director of the Fantastikals at the Bristol Renaissance Faire**

<[gwendolyn.masterton@northwestern.edu](mailto:gwendolyn.masterton@northwestern.edu)>

### **Dr. Ian Horswill, Associate Professor of Computer Science**

<[ian@northwestern.edu](mailto:ian@northwestern.edu)>