ANDREA NOLLA

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PROFESSIONAL SUMMARY

Enthusiastic design intern eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Special interests in narrative design, uplifting minority voices, and bolstering accessibility. Motivated to learn, grow and excel in game development.

SKILLS

- Unity expertise
- Web Design Experience (HTML, CSS, JavaScript)
- Proficient in C#, C++, Racket

- Emotional Support
- Problem resolution
- Filing and data archiving

WORK HISTORY

COMP_SCI 111 Peer Mentor • *Northwestern University*
Evanston, IL • September 2020 to Current

- Provided technical support and insight in managing online and flipped-classroom settings.
- Conducted weekly coding tutorial sessions to strengthen subject comprehension and build important learning skills.
- Shared information about student life, academic offerings and healthy decision making with peer mentees.
- Developed student confidence though attentive instruction in functional programming, applying positive reinforcement strategies.

Senior Service Desk Analyst • *Northwestern University*
Evanston, IL • June 2018 to September 2020

- Attended weekly team meetings to enhance product and service knowledge and gain insight into beneficial issue resolution strategies.
- Responded to user operational issues with desktop computers, laptops and mobile electronic devices to enable problem resolution.
- Promoted Knowledge Centered Support (KCS) by creating support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Collaborated with full-time staff to address complex issues

COMP_SCI 295/396 Peer Mentor • *Northwestern University*
Evanston, IL • April 2020 to June 2020

- Worked under Prof. Ian Horswill in the pilot run of the course "AI and Hybrid, Participatory Narrative"
- Assisted in creating class structures and resources available to students
- Supported students unfamiliar with computer science topics by providing a friendly, open space for them to ask questions and seek support

EDUCATION

Bachelor of Arts - Computer Science • *Northwestern University*
Evanston, IL • Expected in June 2022

- Current GPA: 3.065/4.0
- Minor in Gender and Sexuality Studies
- Coursework in game design and development, human-computer interaction, object-oriented programming, and functional programming