

Ariana Teresa Herrera

PROFILE STATEMENT

Analytical and driven IT and Business student with experience in technical support, project coordination, and digital communication. Known for strong organizational skills, bilingual communication (English and Spanish), and a customer focused mindset. Proven ability to solve problems and manage projects in fast paced environments.

EDUCATION

University of Washington Tacoma

Anticipated Graduation: June 2027

**Bachelor of Science in Information Technology and
Bachelor of Arts in Business Administration**

SKILLS & PROFICIENCIES

- Technical Skills: Project coordination, technical documentation, troubleshooting, ticketing systems
- Soft Skills: Client communication, research & analysis, problem solving, bilingual communication
- Tools & Softwares: Microsoft Office 365, Google Suites, Tableau, Visual Studio Code, GitHub

HONORS & AWARDS

- Dean's List (2017-2021, 2024, 2025)
- Valedictorian Graduate (2021)

PROJECTS

Website Development

- Documented client focused website project. Tracked feedback, collaborated with a team, met project goals.

EXPERIENCE

IT Helpdesk Student Assistant - University of Washington

July 2024 - Present

Tacoma, Wa

- Provided technical support to faculty, staff and students, resolving issues related to hardware, software, and network issues
- Troubleshoot and resolve technology issues via phone, online chat, and in-person, maintaining a high customer satisfaction rate
- Managed and performed regular maintenance on campus printers, including troubleshooting print queues, hardware issues, and supply levels
- Documented and tracked support requests using ticketing systems ensuring timely resolution and escalation of complex issues

AI Trainer (Confidential Project)

November 2025 - Present

- Contributing to the development and testing of advanced artificial intelligence language models by reviewing, evaluating and refining model outputs for accuracy, quality, and reliability

Social Media Program Support Intern - University of Washington

February - March 2025

Marketing & Communications Micro-Internship

Tacoma, Wa

- Conducted audits of UW Tacoma's social media accounts, benchmarking best practices
- Delivered a final report with insights and recommendations to improve engagement
- Presented findings to stakeholders with data backed strategies