

# 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.

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## 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 - 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