

Ivette Torres

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EDUCATION

Loyola University Chicago

Master of Education in Higher Education Administration

University of Illinois at Chicago

Bachelor of Arts in Economics

CERTIFICATES

Northwestern UX/UI Boot Camp, 2022

ITIL® Foundation Certificate in IT Service Management, 2020

EXPERIENCE

Information Technology, Northwestern University

08/2016 to Present

User Support Specialist - Technology Support Services

- Identifies, researches, and resolves technical problems via phone, email, remote access, Zoom, and in person
- Engage in customer support interactions with users regarding problems and issues arising from their use, general implementation, and understanding of university business applications
- Acts as an interface between end users and system analysts to evaluate and resolve moderate to complex application issues
- Reviews previous customer interactions to ensure best in service and provide feedback and recommendations to the IT Service Manager
- Document resolutions and make updates in internal and external knowledge bases
- Attend training sessions and meetings regarding updates or enhancements to enterprise software
- Participates in usability testing for various applications on campus to gauge user-friendliness
- Develop documentation of processes and procedures for Alumni application support

SKILLS

- Research and Design Tools: Qualtrics, Figma, Adobe XD, InVision
- User Experience Design: Atomic Design, UI Grids and Composition, Color Theory, Heuristic Evaluation, Typography, Interaction Design, Storyboarding, Decision Flow Diagrams, User Experience Interviewing, Persona Creation, Insight Synthesis
- Programming: HTML, CSS
- Other: Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Teams), Google Workspace