

Natalia Rico

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EDUCATION

University of New Mexico

Expected 2028

B.S in Computer Engineering, Junior

PROFESSIONAL EXPERIENCE

UNM IT Academic Technologies – IT Support Assistant

September 2024 -
Present

- Provide technical assistance for Opinio enterprise survey software, supporting survey creation, deployment, and data analysis for faculty and staff
- Manage user accounts, permissions, and configurations to ensure system security and efficiency
- Troubleshoot and resolve survey design, distribution, and reporting issues to minimize disruptions in academic activities
- Respond to IT-related inquiries from faculty, staff, and students with effective, timely, solutions

Lowe's Home Improvement – Customer Service Associate

July 2025 -
Present

- Provide technical and customer support in retail operations, assisting customers with product inquiries and store technology systems.
- Operate POS systems, manage transactions, and ensure accurate handling of sales and returns.
- Collaborate with team members to maintain efficient workflow and uphold store standards.

Mesmerica – Venue Representative

September 2024
– May 2025

- Assist guests with ticket purchases, reservations, and event inquiries to ensure excellent customer experience.
- Operate POS systems for ticket transactions and manage will-call and online pickup processes.
- Collaborate with event staff to facilitate smooth entry and crowd management.

SKILLS

Programming Languages: C, C++, Python, VHDL, HTML, CSS, JavaScript (basic)

Tools & Frameworks: Git/GitHub, Visual Studio Code, MATLAB, Linux/Command Line, Xilinx

Hardware & Systems: Digital Logic Design, FPGA Simulation, Microcontrollers (Arduino, Raspberry Pi)

IT & Software: Microsoft Office Suite, Enterprise Survey Systems (Opinio), Help Desk Support, Windows Administration

PROJECTS

8-bit ALU Design (VHDL): Implemented and tested an arithmetic logic unit on an FPGA board using Xilinx.

Personal Portfolio Website: Created a responsive website using HTML, CSS, and JavaScript to showcase academic and technical work.

Cost of Living Index Dashboard (ENG220 Project): Developed an interactive Streamlit web application analyzing and visualizing cost of living data across global regions.