# HEIDY RODRIGUEZ

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## SUMMARY OF QUALIFICATIONS

**Communication:** Interpersonal, collaboration, and presentation skills with people of diverse backgrounds
**Software Expertise:** Strong abilities in vital Microsoft 365 platform applications and web development programming languages
**Organization:** Vital asset acquired through the recognition of categorizing one's objectives
**Creativity:** Emphasis on innovative visions to push beyond standard limitations of content creation
**Time Management:** Capability of properly allocating responsibilities towards exceedingly crucial tasks

## EDUCATION

**Master of Science in Cyber Security**                                                                        May 2023
Lewis University, Romeoville, IL                                                                              GPA: 4.0
Relevant Course Work:

- Programming Fundamentals
- Information Security Strategies and Risk Management

**Bachelor of Science in Accounting**                                                                        May 2020
**Minor: Chinese Language and Culture**
Lewis University, Romeoville, IL                                                                              GPA: 3.9
Relevant Course Work:

- Business Communication
- Principles of Marketing

## WORK EXPERIENCE

**Lewis University Office of Technology, Romeoville, IL**

Project Specialist                                                                        May 2023 – August 2023

- Working in conjunction with multiple tech areas for the integration of a SaaS-based IT Service Management Platform
- Working through the design enhancements of the university campus portal platforms
- Assisting the project manager with university portal content requests
- Providing self-written content for the Office of Technology Newsletter

GA IT/GA Tech Projects                                                                        January 2022 – May 2023

- Performs technology-related duties across multiple aspects of the Office of Technology service desk team daily operations
- Working closely with customers and end-users to meet their technology needs in-person and remotely
- Preparing and executing tickets for each of the service desk requests, giving relevant information, assigning, and escalating to the appropriate Office of Technology teams as necessary
- Working through the transitional upgrade of the university campus portal platforms
- Assisting the project manager with university portal content requests
- Giving feedback and providing self-written content for the Office of Technology Newsletter

## CERTIFICATIONS (verify via LinkedIn profile)

- HTML, CSS, and JavaScript for Web Developers
- Responsive Web Design
- JavaScript Algorithms and Data Structures
- Front End Development Libraries
- Back End Development and APIs
- Google Analytics
- Fundamentals of Digital Marketing
- PHP for Beginners

## LANGUAGES AND COMPUTER SKILLS

- Fluent in Spanish
- Familiar with WordPress, Elementor, Adobe Acrobat and Photoshop
- Proficient in HTML, CSS, JavaScript, React and Tailwind
- Proficient in Microsoft 365 platform including: Word, Excel, PowerPoint, SharePoint, Teams, OneDrive and Outlook
- Experienced in the client portal design process of TeamDynamix and navigation/application of ModoLabs