

# Abe Lopez

Chicago, IL – Willing to relocate | 773-559-2381 | alopez49@hawk.illinoistech.edu

## SUMMARY

Dedicated and detail-oriented student pursuing a degree in Computer Information Systems with a concentration in Information Security and a minor in Biology. Experienced in customer service and administrative roles, with a strong foundation in organization, and data management. Focused on gaining hands-on experience in roles that integrate technology and healthcare, with the goal of advancing in the field of software engineering within the healthcare industry.

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## EDUCATION

Illinois Institute of Technology, Chicago, IL

DEC 2026

### Bachelor of Science, Computer Information Systems

- **GPA:** 2.6
  - **Relevant coursework completed:** Database Organization, Systems Programming, Data Structures and Algorithms, Cell Biology, Human Physiology
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## SKILLS

**Programming Languages:** Python | Java | C++

**Technical Tools:** Team Dynamix | Okta | Banner (Ellucian) | Hardware & Software Troubleshooting | Identity & Access Management

**Other:** Project Management | Team Collaboration | Problem Solving

**Languages:** English (Fluent) | Spanish (Fluent)

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## WORK EXPERIENCE

### IT HELPDESK STUDENT WORKER

Illinois Institute of Technology, Chicago, IL

MAR 2025 - PRESENT

- Provided technical support to students, faculty, and staff by resolving 40+ service tickets and 20–30 support calls daily through phone, email, and in-person support.
- Troubleshoot hardware, software, and network-related issues across university systems, ensuring timely resolution and minimal service disruption.
- Manage and document incidents and service requests using the Team Dynamix ticketing system, maintaining accurate records and tracking issue resolution.
- Perform identity and access management tasks using Okta and Banner (Ellucian), including unlocking accounts, resetting passwords, and restoring secure access to university systems.

### CASHIER/RECEPTIONIST

Zeigler Buick GMC, Lincolnwood, IL

AUG 2019 - SEPT 2021

- Provided exceptional customer service by answering inquiries, processing more than 50 payments per day, and managing front desk operations, enhancing customer satisfaction.
- Led a project to reorganize and digitize over 1,000 accounting files, improving the accounting department's efficiency by streamlining access to records.
- Managed customer data entry, ensuring accuracy and completeness in digital records, and maintained a clean, organized workspace.
- Assisted in verifying data accuracy, resolving discrepancies, and maintaining confidentiality of sensitive information.
- Collaborated with team members to improve workflow between cashier and receptionist desks, leading to a more efficient service process.