

Juan Lopez

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EDUCATION

Northern Illinois University, DeKalb, Ill.

B.S. in Computer Science: Software Development, May 2026

University of Illinois Urbana-Champaign, Champaign, Ill. In Progress

M.S. in Information Management: Human-Centered Systems Design & Development, May 2028

TECHNICAL SKILLS

Languages: ReactJS, TypeScript, HTML, CSS, SQL, NodeJS, C++, C#

Tools: GitHub, GitLab, VSCode, Visual Studio, Azure DevOps, Jira, Freshservice ITSM

Other: Computer Repair, Computer Imaging, Software and Wi-Fi troubleshooting, Communication, Agile

EXPERIENCE

ResTech Help Desk Technician

Northern Illinois University · Part-time

DeKalb, Illinois, United States · On-Site | June 2025 - June 2026

- Provide IT support to 3,000+ students and staff across residence halls and the Student Center.
- Resolve hardware/software issues, configure devices for secure network access, and maintain enterprise applications through ITSM ticketing.
- Collaborate with a team of technicians to ensure reliable computing resources and effective troubleshooting.

Software Engineering Intern

Illinois Housing Development Authority (IHDA) · Full-time

Chicago, Illinois, United States · Hybrid | June 2026 - August 2026

- Maintained and enhanced production ASP.NET Core (.NET 8) applications supporting Illinois state housing programs.
- Developed infrastructure improvements, implemented bug fixes, and resolved production issues to improve application reliability and performance.
- Wrote and maintained unit tests to increase code quality and prevent regressions across production systems.
- Implemented error logging, exception handling, and diagnostics to improve application monitoring and troubleshooting.
- Collaborated with developers using Azure DevOps, Jira, and Visual Studio to manage work items, source control, code reviews, and sprint planning.

PROJECTS

NIU ACM Website - NIU Computer Science Department

- Designed and developed multiple pages using TypeScript/ReactJS (Next.js).
- Created wireframes and implemented modular, responsive web design.
- Set up and maintained the site, introducing CI/CD workflows for smoother deployment.
- Collaborated with 2 teammates, practicing industry standards in version control and agile teamwork.

INVOLVEMENT

Chair, Association for Computing Machinery NIU Chapter (ACM)

Northern Illinois University · Dec 2024 – May 2026

- Expanded membership from 79 to 270+ active students, a 241.77% increase
- Founded 2 new Special Interest Groups (SIGs) in Web Development and Mainframe
- Organized 25+ events, workshops, and socials,
- Strengthened industry partnerships and advanced visibility of NIU's CS community.
- Created organizational structure and developed a centralized knowledge base to ensure continuity and scalability of ACM operations.