

# Myrian Ayala

Hartford, Connecticut

(860) 522-9885 | [myrian.ayala@trincoll.edu](mailto:myrian.ayala@trincoll.edu) | [LinkedIn](#)

## EDUCATION

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### Trinity College

B.S. in Computer Science with an intended minor in Cognitive Science.

*Honors:* Shelby Davis United World College Scholar

*Relevant Courses:* CPSC 115, CPSC 203, CPSC 215, MATH 127, MATH 131, MATH 132, EDU 206

*GPA:* 3.8/4.0

Hartford, Connecticut

May 2025

### United World College Costa Rica

International Baccalaureate High School Diploma

*Honors:* Outstanding Leadership Award

*IB points:* 34/42

Santa Ana, Costa Rica

May 2021

### Colegio National Asunción Escalada

Technical Service High School Baccalaureate

*GPA:* 4.8/5.0

Asunción, Paraguay

November 2018

## TECHNICAL SKILLS

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- Data Visualization (Tableau, DataWrapper, Google Spreadsheet, OpenRefine)
- 3D printing (MakerBot, Prusa mks3+ and Raise3D pro2) management.
- Web Development (WordPress, HTML, CSS)
- Microsoft Office
- Java
- Python
- Audacity
- Design in Canvas

## CORE COMPETENCIES

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- Project/Operation Management
- Strategic planning
- Leadership
- Excellent customer support service
- Budgeting
- Problem-Solving
- Reporting
- Detailed-oriented
- Self-taught

## WORK EXPERIENCE

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### Library and Information Technology Desk

*Shift Leader*

Trinity College

Oct 2021 – Present

- Available to support and troubleshoot software-related requests from faculty, staff, and students via phone calls or walk-ups. I have covered more than 15 classroom emergencies since I became a general consultant in March 2022. Besides technology services, I also process library-related requests: Check out and shelve items, do shelf reports, and place client requests.

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- I oversee 7 of 18 current training and general consultants and ensure they meet all their responsibilities on shift. I check the support they provide clients by reviewing the ticketing system and providing feedback when needed. Some criteria include: the student worker has contact information, uses the appropriate ticket category, enters a detailed description of the problem, uses proper grammar, spelling, and professionalism, solves the problem, or escalates to the right technician, to name a few.
- I am in charge of training newly hired training consultants and preparing them to take the general consultant exam to escalate in the job position. I also attend a 30-minute weekly meeting with LIT staff to discuss ways of improving the experience for clients and student workers and plan internal projects for the semester.

## Center for Educational Technology

*Student Technology Assistant*

Trinity College

Sept 2021 – Present

- Provide customer support to approximately 4000 students, faculty, and staff using technology in classes and research. Some work involves 3D printing, web page editors, VR, and audio production. Create training material for these tools and design posters and advertisements for events. In addition, I assist in the maintenance of the 3D printing, audio and video recording, virtual reality, and arts and crafts spaces in the Center for Educational Technology.
- In the winter break of 2023 (3 weeks), I designed a training and programming system for the 3D printing space to train 6 STAs so they can certify any student who desires to learn more about the basics of 3D printing and get access to make the most of this space. My tasks included system planning and writing an internal and external manual on using, troubleshooting, and maintaining the Prusa MK3S+, Raise 3d Pro, and MakerBot printers. In the testing phase, I asked a newly hired STA to read and share feedback to improve the instructional manual.
- Over winter break 2023, I troubleshoot one of the 3D space Prusa printers that did not work for two months. Self-learning through youtube videos, article reading, and hands-on experience.

## ACTIVITIES

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### International House Club

*Secretary, Executive Board member*

Trinity College

Aug 2022 – Present

- I have taken notes and attendance for 11 meetings during the fall term of 2022. I planned the Latin American Heritage Month event, which +100 domestic and international students attended. I also assisted in planning the "The True Cost of the Qatar 2022 World Cup" event, where approximately 50 students joined. I participated in the International House Clean-Up activity organized by the Executive Board to host more activities for the community throughout the academic year.

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## Cybersecurity Awareness Month 2022

*Student Technology Assistant volunteer*

Trinity College

Sept - Oct 2022

- I designed the official logo for the college's 2022 Cybersecurity Awareness Month 2022. In addition, I created 4 cybersecurity awareness protips Instagram posts and digital signs, one for each thematic week. I also participated in the short promotional video for the official college account about Cybersecurity. Finally, I contributed to developing the "How cyber-Savvy Are you?" Contest for students.

## Mymba Rayhu international youth-led initiative

*Logistics Coordinator*

Asunción, Paraguay

- I contributed to the foundation of the youth-led initiative to raise awareness of stray dogs and the importance of environmental education. I helped build +25 shelters, led more than 15 weekly educational workshops for children aged 6-12, and organized two educational campaigns. As the logistics coordinator, I also contacted companies for sponsorships; thus, I wrote and sent more than 15 sponsorship letters.

## RECOGNITIONS & ACCOMPLISHMENTS

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- "Student-Centered Data Viz: Building an Online Hub for Students to Find, Analyze, and Visualize Data" *proposal* acceptance, NERCOMP Annual Conference in Rhode Island, 2023.
- Teaching Assistant for Data Visualization for All (EDU 206) course for January - term 2022
- Faculty Honor Recipient issued by Trinity College - Fall 2021, Spring 2022, and Fall 2023.
- Outstanding Leadership Award issued by United World Colleg - 2021.
- Colombia Leadership Training Participant issued by the Latin American Leadership Academy - 2019
- Coding Bootcamp Certificate of Completion issued by the Switzerland Penguin Academy in Paraguay - 2019
- Davis - UWC Dare to Dream Scholar issued by United World College Paraguay National Committee - 2019
- 1st place award in Annual Essay Contest issued by the Access Microscholarship Program in Paraguay - 2018
- English Scholarship issued by the Access Microscholarship Program and the US Embassy in Paraguay - 2016

## REFERENCE

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### Josef Riccio

Desk manager

Library and Information Technology Desk (LIT Desk)

[josef.riccio@trincoll.edu](mailto:josef.riccio@trincoll.edu)

(860) 297-2245

Relationship: Josef hired me to work at the LIT Desk in October of 2021 and is currently my manager.