

# Ricardo Avila

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## EDUCATION

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### DePaul University

*Bachelor of Science in User Experience Design*

Current GPA: 3.8/4.0 Summa Cum Laude

Dean's List: All Quarters in Attendance

## WORK EXPERIENCE

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### Skokie Park District

November 2022 – Present

*Customer Service Representative*

- Managed a high volume of incoming calls, emails, and inquiries, responding promptly and courteously to provide accurate information and address concerns.
- Proactively assisted visitors with various requests, such as directing them to appropriate personnel, providing facility information, and offering guidance on nearby amenities.
- Successfully resolved guest complaints and issues in a timely and empathetic manner, turning potentially negative experiences into positive ones.

### DePaul University

June 2022 – December 2022

*Chicago Quarter Mentor*

- Successfully mentored and supported a diverse group of new students during their transition to DePaul University, ensuring their smooth integration into campus life.
- Collaborated with faculty and professional staff to design and deliver engaging Common Hour sessions for the Chicago Quarter course, enhancing the learning experience for students.
- Demonstrated leadership skills by serving as a resource and peer mentor for new students, fostering a welcoming and inclusive environment both inside and outside the classroom.
- Demonstrated organizational and leadership skills by successfully coordinating, planning, and spearheading large-scale classroom events in collaboration with external organizations.

### KPMG LLP

*Transformation Delivery Intern*

June 2022 – August 2022

- Helped execute approaches that simplify, redesign, or innovate existing processes to drive efficiencies, positively impact culture and enable better collaboration across teams.
- Bring strategies to life by creating change management plans, capturing change impacts, and facilitating conversations between teams to execute plans and reach goals.
- Created project timelines and assisted with issues to obtain the most value out of a transformation.
- Assisted with business development activities, while cooperating with other KPMG service lines/industries.

*Embark Scholar Intern*

June 2021 – August 2021

- Created and presented two innovative projects that focused on increasing firm's diversity, equity, and inclusion commitment by working together with five other interns virtually.
- Networked with KPMG professionals through rotational based events within each of their services lines, Audit, Tax, and Advisory.
- Learned about KPMG's mission, culture, and values, shadowed associates, directors, senior associates, and managers, on their day-to-day responsibilities.

## LEADERSHIP AND PROFESSIONAL DEVELOPMENT

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### DemonTHON – DePaul University Dance Marathon

August 2021 – June 2023

*Graphic Design Director & Social Media Manager*

- Planned and revised over 10+ events throughout the school year in order to meet \$100,000 as a fundraising goal for Ann and Robert Lurie Children's Hospital.
- Actively communicated with other directors and committee members in order to plan events and fundraisers
- Created graphics to communicate events coordinated by the DemonTHON team for the DePaul community and others to enjoy.
- Ran social media platforms (Facebook, Instagram, etc) to promote ongoing events/fundraisers and increase the organizations presence on campus.

## SKILLS AND CERTIFICATIONS

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- Microsoft Word, PowerPoint, and Excel
- Figma, Axure RP, Adobe XD, FigJam, Python, HTML, CSS
- Fluent in Spanish