

ANDREW J. CRERAND

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EDUCATION:

TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2015
MAJOR: Management Information Systems
MAJOR GPA: 3.13 CUMULATIVE GPA: 2.89

SELECTED COURSES:

Enterprise IT Architecture, Data Centric Application Development, Digital Design & Innovation, Data Analytics, Management Science and Operations Management

ACTIVITIES:

- Mentee, Association for Information Systems Mentorship Program, August 2013 – present
- Member, Association for Information Systems, February 2013 – present
- Adult Leader, Boy Scouts of America, June 2011 – present

INFORMATION SYSTEMS PROJECTS:

- Performed website development consulting to increase sales for a window treatment and blinds retailer/installer as a group through the Digital Design & Innovation class.
- Analyzed requirements/created Entity Relationship Diagrams and Database Schemas for multiple scenarios including databases for hospital staff and patients, order fulfillment, and a public housing authority.
- Used SAP to create reports for each step in an order procurement process for a bicycle supplier via a tutorial.

INFORMATION TECHNOLOGY SKILLS:

Analysis:	SAS Enterprise Miner, POM, Excel Analysis ToolPak
Web Development:	PHP, HTML, Adobe Dreamweaver
Database Management:	MySQL, MySQL Workbench
Operating Systems:	Windows, Mac OS

EXPERIENCE:

TEMPLE UNIVERSITY COMPUTER SERVICES, Philadelphia, PA August 2013 - Present
Help Desk Consultant

- Provided software based computer assistance for students and faculty of Temple University, helping approximately 2-6 clients per hour.
- Assisted over 500 clients face-to-face during a semester, while providing technical support with desktops, laptops, wireless devices, computer software, and hardware.
- Gathered problem information from clients, brainstormed potential solutions, and chose the best solution for the problem and the client.
- Assisted clients over the phone with troubleshooting accounts, computer problems, and other university related issues.

QUICK CHEK, Hopewell, NJ Summer 2012, 2013
Team member/Sales associate

- Provided customer service for a convenience store in NJ serving 500+ customers daily.
- Facilitated customer transactions, maintained cleanliness of store, and assisted manager in restocking merchandise.
- Assisted with customer concerns, and took on responsibilities behind deli counter when needed.