

Alan S. Kim

<https://www.linkedin.com/in/alanskim>

1307 Park Ave | Hatfield | PA | 19440

267.632.7522 | Alan.Kim@temple.edu

EDUCATION:

TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

Bachelor of Business Administration, Graduated: May 2017

Major: Management Information Systems

RELEVANT COURSES:

Data Analytics, Business Communications, Enterprise IT Architecture, Digital Design and Innovation Studio, Change Leadership Studio, Strategic Management of Information Technology

SELECTED PROJECT EXPERIENCE:

Change Leadership Studio

Project Manager

- Created a project charter to layout the project purpose, objectives, deliverables, scope, project milestones, known risks, constraints, external dependencies, and communication strategy.
- Created a project schedule and work breakdown structure to determine the progression of the project is meeting its budget and projections.

WORK EXPERIENCE:

PCS CAPITAL, Philadelphia, PA

June 2016 – December 2016

Information Technology Intern

- Managed various computer software and hardware issues, which includes Office 365, Salesforce add-on applications, SonicWALL VPN, and Windows 7/10.
- Maintained Active Directory information, Salesforce employee data, and IT inventory data.
- Created documentations for desktop setup/deployment and VPN access instructions.
- Defined and created requirements and detailed specifications for IT purchases such as desktops and laptops.
- Introduced end-user training for various hardware and software products in a one on one setting.

APPLEBEE'S, Lansdale, PA

March 2013 – August 2016

Server/Trainer

- Served a high volume of customers daily by providing timely service and attention to detail.
- Interacted with customers and created strong relationships for future returns.
- Trained new employees on how to use the point of sale systems and how to respond to incoming phone calls from customers.
- Communicated with management on the progression of trainees and adjusted training to accommodate new employees.

INFORMATION TECHNOLOGY SKILLS:

- Operating Systems – Windows 7/10, Windows Server, Mac OS, Android, IOS
- Applications – MS Word, MS Excel, MS PowerPoint, MS Outlook, MS Project, VMware, SonicWALL VPN, Remote Desktop Connection, Tableau, Salesforce
- Programming Languages – HTML, CSS, MySQL

ACTIVITIES:

- Member, Association for Information Systems, 2015 – Present
- Participant, Temple University Analytics Challenge, 2015 – 2016