

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: December 2015
Major: Accounting
GPA: 3.0

ACTIVITIES & AWARDS

- Volunteered for Working Families, Free Tax Preparation, Financial Education, Asset Building Products and Services. Tax Preparer. Served more than 200 customers per week. 2010 to 2011
- Volunteered for Association of des Jeunes Ressortissant de Moussadou. Organizer and leader of the team. Maintaining a Clean and Safe environment. 1998 to 2006
- Emmaus High School Soccer Team, player September, 2005

EXPERIENCE: U-Haul International Inc., Philadelphia, Pa October 2007 - Present
Assistant General Manager and Storage Manager

- Increased profit margin by 95 %, by making collection calls and offering storage service and moving supplies to truck customers.
- Assist in inventory control management.
- Manage daily transactions; serve 200 plus customers per day.
- Start as Customer Service Representative. Promoted to Assistant General Manager.
- Handle customer objections and resolve the issues.

U-Haul International Inc. Philadelphia Pa October 2007 – August 2008
Customer Service Representative

- Processed Computer to view and Schedule customer reservations.
- Handle and Close when needed, Handle daily transactions
- Reduced delinquent payment by 20% and increased occupancy was at 98%, by motivating team through leadership example.

SKILLS & LANGUAGES:

- Microsoft Office (Word, Excel, PowerPoint),
- English
- French