**Andy Lin** Andy.Lin@temple.edu

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

 ***Bachelor of Business Administration, Graduation: May 2014***

 MAJOR:Management Information Systems | MAJOR: Marketing

ACTIVITIES:

Member, Eta Sigma Chapter of Alpha Beta Gamma Honors Society, 2010 - present

Member, Temple University Association of Information Systems (AIS), 2013- present

 EXPERIENCE: RBS Citizens, Citizens Financial Group, Philadelphia, PA August 2010-June 2013

 **Bank Teller**

* Assisted customers with exceptional communication skills and customer service while demonstrating the ability to handle great pressure
* Maintained proper cash limit of $10,000 during daily cash settlement
* Processed checks, loan payments, cash deposits and withdrawals while maintaining confidentiality of each and every customer
* Coordinated with a team of 7 professionals to ensure satisfaction of every customer

 QIP Holder LLC’s Quiznos Sub, Philadelphia, PA August 2008-July 2010

**Sales Associate & Customer Service Support**

* Provided prompt customer service while maintaining proper orders and payments
* Trained new employees, opened and closed store, and properly handled cash register duties
* Collaborated within a team of 3 sales associated under a fast-paced environment
* Carried out management duties such as keeping track of business hours and initial budget

CFA Properties Inc. Chick-Fil-A, Philadelphia, PA February 2008-August 2008

**Sales Associate & Customer Service Support**

* Assisted customers with general queries and order issues under a fast-paced environment
* Worked within a team of 15 sales associates in order to provide an orderly and positive environment
* Entered and processed customer requests, received payments for orders, and distributed proper orders to customers.
* Managed incoming inventory and stocked perishable sales products for efficient sales distribution

SKILLS & LANGUAGES:

* Windows XP/Vista, Microsoft Word, PowerPoint, and Excel
* SAP
* MYSQL
* Cantonese- Conversational