

Anthony Salvatico

community.mis.temple.edu/asalvatico

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: December 2021
Major: Management Information Systems | Minor: Accounting
Overall GPA: 2.92

SELECTED COURSES:

- MIS 2101: Information Systems in Organizations
- MIS 2402: Data-Centric Application Development
- MIS 2502: Data Analytics

ACTIVITIES:

- Member, Association for Management Information Systems, 2020 – present

INFORMATION TECHNOLOGY SKILLS:

- Software Development: Visual Studio.NET and Java
- Web Development: HTML
- Database Management: Microsoft Access, SQL

EXPERIENCE: Customer service | CVS Pharmacy | 09/2015-10/2017

- I had the responsibilities of running the floor. This consisted of running the cash register, while sufficiently helping customers in search of products, and with printing photos. One day of the week I multitasked stocking aisles while fulfilling my normal customer service activities.

Online Sales and Customer Service in parts department | East Coast Cycle Center | 10/2017-present

- I have several responsibilities, but my main priority is to fulfil customer needs for their parts and accessories. I manage the online sales sector through our Ebay and our Website, fulfilling customer orders through several of our distributors across the country. In the mornings I also oversee shipping and handling, receiving parts and accessories, and logging them on Lightspeed at correct cost and quantities for customers and our service department.

SKILLS:

Management

- I earned the opportunity to manage the online sales at my current job. I currently am in charge of our Ebay, and online Website where I process orders through several distributors to fulfil customer orders efficiently.

Sales

- I am a very quick learner, so through several opportunities to watch my managers, I gained the ability to sell parts at East Coast Cycle Center. I possess the skills to properly highlight features and listen to customer wants to make a sale.

Communication

- I have proficient listening and communication skills as I have experience working in sales and managing the online sector at my current job. Through reporting to managers above me and also working with customers regularly, I am able to communicate, and problem solve with the coworkers around me and listen to the average consumer.

Customer service

- Throughout my working experience so far, I have earned keen skills in customer service. Through both jobs I have regularly worked on the floor with customers hand in hand to listen and communicate their needs and wants. I now possess a plethora of skills while dealing with customers to resolve situations and keep the customer and business satisfied.