

BRIAN GAINES

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EDUCATION:

TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

Bachelor of Business Administration, Graduation: May 2016

MAJOR: Management Information Systems

GPA: 3.16, Major GPA: 2.67

SELECTED COURSE:

Investing for the Future

ACTIVITIES AND AWARDS:

- Member of Association for Information Systems. Present
- Volunteer, Youth Bowling League Coordinator/Coach. 2012-Present
- Youth Director, Southeast PA United States Bowling Congress, 2013-2014
- Recipient, Pennsylvania Junior Bowlers Tour Sportsmanship Award, 2012

INFORMATION TECHNOLOGY SKILLS:

Analysis: Google Analytics

Database Management: Microsoft Excel, Word, and Powerpoint

EXPERIENCE: WYNNEWOOD LANES, Ardmore, Pa

July 2014 - Present

Snack Bar/Cashier

- Provide customer service to modern bowling alley with 24 lanes and lounge.
- Assist with correcting basic machine related problems with technologically advanced machines and scoring system.
- Work with coworkers during corporate events and fundraisers to provide a great customer experience.

FOUNDER OF WYNNEWOOD YOUTH CHALLENGE, Ardmore, PA

Summer 2015

- Organized and ran a youth bowling league for 17 children and awarded over \$3000 in scholarships.
- Used Excel Spreadsheets to track weekly scores, standings, and prize fund.
- Used social media and in-person communication to promote league around the city and attract sponsors.

LIBERTY BOWLING LANES, Upper Darby, PA

July 2014 – August 2015

Lane Mechanic

- Fixed any machine related problems for a bowling alley with 20 lanes.
- Started as mechanic, but given additional responsibility to conduct sales transactions at front counter, as well as drill bowling balls.
- Communicated with technical support agents to resolve advanced issues.

PPL PARK, Chester, Pa

June 2014 – August 2015

Retail Sales Associate

- Provided customer service for nearly 4000 people throughout 17 home games.
- Trained new employees on basic day to day operations.
- Handle cash and credit card transactions averaging \$1000 dollars in daily sales.