

Caitlyn Kelly

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2020
Major: Management Information Systems
Overall GPA: 3.62 | Dean's List: Fall 2016 & Spring 2017

SELECTED COURSES:

Data-Centric Application Development, Data Analytics, Enterprise IT Architecture

ACTIVITIES AND AWARDS:

- Excellence in Providing Customer Service Award, Undergraduate Housing and Residential Life, 2018
- Member, National Society of Collegiate Scholars – Temple Chapter, 2018
- Member, Association for Management Information Systems, 2017– present

EXPERIENCE: HOUSING AND RESIDENTIAL LIFE, Philadelphia, PA October 2016 – Present

Front Desk Assistant

- Handle and record mail and packages for over 700 residents in the dorm building
- Collaborate closely with other employees, including maintenance staff, security guards and resident assistants to achieve excellent customer service for all residents
- Support and guide incoming freshman to help them acclimate to their new surroundings and make their transition from home to academic life as smoothly as possible

STAPLES, Freehold, NJ

January 2016 – August 2018

Sales & Service Associate

- Greeted customers and assisted with any questions, problems, complaints and any specific needs they may have had
- Trained and developed new employees while setting an example for positive behaviors in responsibilities such as sales techniques and customer service
- Processed customer cash, debit and credit transactions for all Staples products
- Prioritized tasks and managed time between roles such as cashier, sales associate, and technology associate
- Ranked as a top salesperson in every month of employment, earning market baskets of approximately \$200 weekly

VOLUNTEER EXPERIENCE:

Collier Youth Services, Kateri Environmental Center October 2015 – December 2015

- Assisted staff members with daily tasks such as preparing activities for children in the program
- Arranged furniture and decorations for various events and coordinated staff schedules for the coming day

St Rose of Lima Church

November 2015 – December 2015

- Coordinated parish events with other volunteers
- Participated in Thanksgiving food drive and holiday gift drive for less fortunate families

SKILLS & LANGUAGES:

- Proficiency in Microsoft Word, PowerPoint, Excel
- Working proficiency in HTML, CSS, MySQL, and PHP