Christian Hettinger

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
- ***Bachelor of Business Administration, Graduation: May 2018***
- ***Major: Management Information Systems***
- GPA: 3.20

SELECTED COURSES:

Digital Solutions Studio, Lead Global Digital Projects, Data Analytics, Data Science, Finance, Enterprise IT Architecture, Business Communications, Risk Management, Operations Management, Global Business Policies, Integrative Business Applications, Data-Centric Application Development

INFORMATION TECHNOLOGY SKILLS:

- **Software Tools:** Microsoft Office Suite, MS-SharePoint
- **Database Management:** SQL, MS-Access
- **Visualization Tools:** Tableau Data Visualization, MS-Power BI
- **Prototyping Tools:** Justinmind
- **Programming Languages:** HTML, CSS, PHP
- **Change Management Tools:** ServiceNow
- **Requirement/Testing Tools:** HP Quality Center (ALM v11.52)
- **Project Management Tools:** MS-Project
- **PM Methodologies:** Waterfall, Agile

ACTIVITIES AND AWARDS:

Member, Association for Information Systems, 2015-2016
Recipient, University's Scholarship, 2015-Present

EXPERIENCE: AMERISOURCEBERGEN, Valley Forge, PA...June 2017 - Present
EITS Governance Intern
- Analyzes survey data and key performance indicators to create graphical visualizations for Quality Assurance and Change Management teams.
- Presents enterprise initiative analysis to department leadership at the Corporate headquarters.
- Gathers requirements to develop original MS-Excel templates and reports for Change Management team, adjusts the solution based on feedback and builds work-aid documents after it is completed.
- Audits tests executed using HP-ALM for compliance to quality standards.
- Collaborated with two summer interns to create and led a presentation on the Service Transition phase of ITIL to senior EITS management.

TRANSAXLE, Cinnaminson, NJ.. August 2015 – May 2017
Warehouse Technician, Receiving Department
- Provided operational support at the main headquarters of 24 branches that remanufactures transmissions, differentials, hydraulics pumps and motors.
- Identified and investigated transactional errors to ensure product delivery and inventory accuracy.
- Created and improved the existing standard operating procedure documents for training purposes.
- Designed data visualizations for warehouse performance indicators and create flowcharts for standard work processes.
- Received new stock into warehouse and handled the transfer of parts to other branches.

DAIRY QUEEN, Huntington Valley, PA ....March 2015 - August 2015
Food Service Worker
- Provided customer service for a soft serve ice-cream chain with 4,800 locations worldwide.
- Handled monetary transactions averaging $700 in daily revenue.
- Reported sales and determined product needs for next day at the end of the shift.