

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA  
*Bachelor of Business Administration in Management Information Services,*  
*Graduation: June 2022*  
*Major: Management Information Services*  
 GPA: pending

DELAWARE COUNTY COMMUNITY COLLEGE, Media, PA  
*Associate of Sciences*  
*Graduation: May 2019*  
*Major: Business Administration*  
 GPA: 3.82 | President’s List | High Honors

EXPERIENCE: UNIVERSITY OF PENNSYLVANIA Jan 2017 - Present  
 Philadelphia, PA  
**Local Support Provider, Perelman School of Medicine**  

- Desktop Support of a building of 400 users and 3 university departments.
- Infrastructure troubleshooting, setup and implementation.
- Information Services planning and client relationship.

PREMIUM RETAIL SERVICES (Google) Jan 2015 – Jan 2017  
 Mountain View, CA  
**North American Training Manager, Retail Division**  

- Training of retail partners within North America for Google partners.
- Hardware and software implementation at national retailers. (Best Buy, Staples)
- Marking and training reconnaissance and provided direction to influence launch of new Google products in North America.

PREMIUM RETAIL SERVICES (Samsung) May 2014 – Dec 2014  
 Ridgefield Park, NJ  
**Colonial Regional Manager, Computers / Home Entertainment**  

- Managed a team of 12 Territory managers for Samsung Marketing and Training events.
- Implementation of Samsung enabled products with Samsung retail partners.
- Provided retail marketing data to Samsung partners at their North American HQ

SKILLS:

Application Experience

|                             |   |
|-----------------------------|---|
| Legal Mac Pac               | All Microsoft Office Applications 2003-2019 |
| WorkShare                   | Nuance (PDF Converter Enterprise)           |
| Adobe Reader                | Adobe Acrobat DC                            |
| ZEN Works                   | McAfee Virus Scan                           |
| Internet Explorer           | Various VPN Services                        |
| Citrix Based Applications   | Online Learning Management Systems          |
| Active Directory            | Articulate: Storyline I & II                |
| Epic                        | Microsoft SharePoint                        |
| Microsoft Office 365 Tenant |   |

**Additional Skills**

- \*Wireless Retail Management Experience
- \*Corporate Retail Work Experience / Retail Indirect Coaching
- \*Network management and troubleshooting approx. 20 varying devices
- \*Computer building and maintenance: Hardware / Software +9 years
- \*Field Marketing and Field Training Management
- \*Event Management and Coordination
- \*Territory Management
- \*Relationship Building Experience +4 Years
- \*Classroom Instructor
- \*Content Development
- \*Workstation Installation / Imaging Experience +6 Years
- \*Retail Management Experience
- \*Word, Excel, Outlook, Lotus & PowerPoint Knowledge +10 years
- \*Intermediate/Advanced Computer Knowledge

U.S. citizen