

Edward F. Votel

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2022
Major: Management Information Systems

COMMUNITY COLLEGE OF PHILADELPHIA, Philadelphia, PA
Associate in Arts, Business General, Graduated 2018

ACTIVITIES: AIS – Temple, Association for Information Technology – 2020
Race for Hope – National Brain Tumor Society – 2017, 2018
University City 5K – Benefiting Nicolas P. Pipino Scholarship - 2018

EXPERIENCE: Drexel University, Philadelphia, PA April 2019 - September 2019
IT Helpdesk Co-op, Instructional Technology Support

- Provided technical assistance and support for incoming calls and issues related to computer systems, software, hardware and accounts.
- Walked end users through problem solving issues pertaining to their devices including Apple products, androids and various laptops
- Followed up with end users by email to ensure issue have been resolved through salesforce CRM ticketing system

Uniform Gear, Philadelphia, PA October 2016 - September 2018
Sales Associates, Sales

- Sustained great attention to detail for Philadelphia Police and Fire department directory uniforms for the city of Philadelphia with an average of 250 weekly customers
- Built successful relationship with retail customers and assisted customer with questions, needs, and purchases
- Promoted a positive workplace for customers and employees through knowledge of the products

Splash Zone Waterpark, Wildwood, NJ Summers 2013-16
Aquatic Supervisor, Management

- Promoted from lifeguard to Aquatic supervisor after two summers due to excellent attention to safety details and taking leadership roles given by upper-level staff
- Supervised and trained all lifeguards on duty and oversaw opening to closing
- Communicated with 60 lifeguards and 500-1,300 daily guest to enforce guidelines of the park and state safety regulations
- Maintained hourly records for water chemical levels in each area of the park to ensure chemical balance
- Strengthened guard team to company's first 5-star rating in water safety with well-prepared trainings throughout the season and daily vigilance for improvements

SKILLS:

- Salesforce - CRM ticketing system
- UniformSolutions – POS Retail software
- CPR/AED first aid certification, 2016