

Gulrukh Chughtai

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EDUCATION

TEMPLE UNIVERSITY

BSBA in Management Information Systems

Philadelphia, PA

Anticipated Graduation: December 2021

Related Coursework: Marketing, Business Seminar, Managerial Accounting, Financial Accounting, HRM, Intro to MIS

Certifications: Salesforce (Cloud-based Software for CRM Solutions)

Honors and Awards: Michael and Susan Dell Foundation Scholarship

WORK EXPERIENCE

SANTANDER

Bank Teller

Philadelphia, PA

June 2019 – Present

- Accurately process data entry for customer cash, check, transfer, and monetary instruments, with a balanced or reconciled drawer for over 40+ transactions per business day
- Provide accurate and appropriate information to customers and help them find the right solutions for their banking needs leaving customer satisfied and improving companies CSAT score
- Educate customers on online service offerings and mobile apps while helping account holders access technology to enhance banking experience
- Performed as a team member in cross-selling bank products at every opportunity to meet sales goals regarding accounts, loans, mobile banking and mortgages

SEPHORA

Sales Representative & Business Consultant

Philadelphia, PA

August 2017-July 2019

- Facilitated purchasing by marketing benefits of products and product application.
- Promoted as a Certified Makeup Artist by demonstrating passion for clients and achieving sales goal in accordance with productivity objectives
- Recorded clients purchasing information to communicate and ensure future business
- Integrate problem solving skills to clarify the consumer's complaint about a product or service; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution

WALGREENS

Sales Associate

Philadelphia, PA

March 2017 – September 2017

- Compute sales prices, total purchases and receive and process cash or credit payment
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices

PROJECT EXPERIENCE

PwC Case Competition: Challenge

Group Leader

Philadelphia, PA

February 2019

- Performed qualitative and quantitative research to understand different demographics in accordance to companies' goals
- Built a solid analysis for each demographic and expanded upon the right choice for the company's relocation, allowing company to increase growth by 6.5% in 10 years and embed AI in consumer data procurement

Wharton Case Competition: Challenge

Group Member

Philadelphia, PA

December 2017

- Competed against 18 universities in order to develop plan to maximize consumer quality of life
- Formulated a business plan to maximize consumer's quality of life for DaVita and increase revenue.

LEADERSHIP

MIST Philadelphia (Non-Profit)

Financial Outreach Supervisor

Philadelphia, PA

October 2019- Present

- Exercise primary responsibility over the accounting, reporting, budgeting, and monitoring of all financial matters.
- Network with Fortune 200 companies and start-up business to gather funds for processes.

United Missions Relief

Events Coordinator

Philadelphia, PA

May 2018-Present

- Develop sales pitches and negotiated contracts with potential event clients
- Collected accounts payable and ensured key accounts needs are managed in timely manner.

SKILLS

Technical Skills: Microsoft Office (Word, PowerPoint, Access, and Excel), Adobe Photoshop, JavaScript, Data Entry

Language Skills: Fluent: Punjabi and Urdu, Basic: Spanish