

HEATHER MAKWINSKI

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

Bachelor of Business Administration, Graduation: May 2017

MAJOR: Management Information Systems

MINOR: Computer Science

GPA: 3.40 | Dean's List: Spring 2014, Fall 2014

SELECTED COURSES:

- Cyberspace in Society
- Information Systems in Organizations
- Enterprise IT Architecture

ACTIVITIES:

- Member, Association for Management Information Systems (AIS), 2014 – present
- Member, Net Impact, 2014 - present
- Participant, Technical Development Application Program, Fall 2014

EXPERIENCE: LEGRAND, West Hartford, CT May 2014/2015 – August 2014/2015

Intern – Customer Service and Sales

- Provided sales support for an international company specializing in products/systems for electrical installations
- Entered purchase orders into DataWorks system; filed orders
- Made roughly 50 outbound calls to customers across the U.S. weekly
- Co-facilitated in company recall process; sent informative letters to customers and helped deal with customer inquiries regarding product

LA PIASTRA, Cromwell, CT

March 2011 – August 2013

Caterer

- Provided customer service by resolving issues or complaints for a family owned catering company
- Maintained monthly newsletter and website by updating both with important information using EZ page builder
- Prepared and packaged food for catering events as well as delivered and served the food at the events
- Assisted manager with supervision of the shop which included handling money at the start and conclusion of shift
- Co-facilitated in the creation of the loyalty program allowing customers to earn points as items are purchased

SKILLS:

- Microsoft Word, Excel, PowerPoint, HTML, CSS, WordPress, Adobe Photoshop, NotePad ++, DataWorks