**Ian J. Vogt** ianvogt@temple.edu

*128 Admiral Lane | Warrington | PA | 18976 | tel: 215.290.5219*

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

 ***Bachelor of Business Administration, Graduation: Spring 2020***

 ***Major: Management Information Systems***

 ***Minor: Entrepreneurship***

 GPA: 3.83 | Dean’s List, Fall 2016-Present |

# ACTIVITIES: Member, Camp Kesem Organization, Spring 2017 - Present

# Brother, Pi Lambda Phi Fraternity, Fall 2016 - Present

Member, Professional Sales Organization, Fall 2017 – Fall 2018

#  Member, Entrepreneurial Students Association, Fall 2016 – Fall 2017

EXPERIENCE:BOHEMAIN WRAPS, Philadelphia, PA January 2018 - Present

 **Customer Service Manager**

* Provided customer service at startup company in Philadelphia; contacting hundreds of customers a week with product and delivery issues
* Promoted from customer service help desk individual to customer service manager after first month
* Increased customer retention percentages within first month by 30%

 E MORTGAGE MANAGMENT, Cherry Hill, NJ July 2017 – December 2017

 **MIS/IT Intern**

* Designed and created company recruitment website using Wix software and basic HTML coding
* Analyzed data analytics of recruitment website to enhance traffic
* Executed document recovery phone calls in order to expedite the loan process

 CENTENNIAL LENDING GROUP LLC, Horsham, PA July 2016 - September 2016

 **Intern**

* Processed and stacked HUD binders for clients in order to expedite the loan process at a mortgage lending company
* Transferred and updated customer information within the company’s customer relationship management software
* Encrypted flash drives to prevent the theft of customer information

# SKILLS & LANGUAGES:

* Microsoft Word, Excel, PowerPoint, Outlook
* Web Design, Wix, Intranet Customization
* Ecommerce, Google Analytics, Shopify
* Spanish (Conversational)