Jacqueline Henry

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2019
Major: Management Information Systems
Overall GPA: 3.19 | Dean's List: Fall 2016

SELECTED COURSES:
Enterprise IT Architecture, Digital Design and Innovation Studio, Data Centric Application Development, Data Analytics, Information System Organizations, Data Science, Excel for Business Application

ACTIVITIES AND AWARDS:
- Member, Association for Management Information Systems, 2017
- President's Award, Harcum College, 2016
- NJCAA Academic Award, 2016
- Phi Theta Kappa, Honors Society, 2015 – 2016
- Captain, Harcum College Soccer, 2014 – 2016

INFORMATION TECHNOLOGY SKILLS:
Analysis: Tableau
Web Development: HTML, CSS, PHP, PDO
Database Management: SQL
Project Management: Microsoft Office

EXPERIENCE: LUNA CAFÉ, PHILADELPHIA, PA   August 2017 – Present
Server
- Provide customer service for small cafe
- Educate customers on menu options and inform customers of alternative choices based on dietary needs and preference
- Inputs orders into Apple POS system
- Cultivate a warm and friendly environment facilitating repeat business

NEWTOWN BEHAVIORAL, NEWTOWN, PA   September 2015 – September 2017
Secretary
- Oversaw front desk operations for busy psychiatric office
- Managed the maintenance of the practice's website by entering updates as needed
- Handled the payment and check in process for patients, including verification of insurance
- Coordinated office communication between physicians, staff, and patients to enable customer satisfaction and staff clarity

ZOE'S KITCHEN, NEWTOWN, PA   September 2015 – June 2017
Shift Leader
- Oversaw team of three servers each shift, strategically planning and delegating tasks to complete
- Managed payouts and calculated end of the day sales
- Resolved any concerns customers had to insure repeat customers