

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2018
MAJOR: Management Information Systems
GPA: 2.82

ACTIVITIES:

Member, National Association of Black Accountants, 2016 – present
Member, Association for Information Systems, 2016 – present

INFORMATION SYSTEMS PROJECTS:

PENNSYLVANIA BALLET, Philadelphia, PA October 2015

Projects: Temple Data Analytics Challenge

- Analyzed data from ticket sales to create a focused advertising method, which resulted in a 24% profit increase.

EXPERIENCE:

TEMPLE UNIVERSITY, Philadelphia, PA August 2016 – Present

Office Assistant

- Interacted with diverse populations including individuals who are English language learners, non- traditional students, and those with disabilities.
- Determined the correct Writing Center services that will best meet a student's needs and coordinating that service.
- Managed the flow of a Center that has more than 10,000 student contacts per year.

KIA'S CAKES, Lansdowne, PA

December 2015 – March 2016

Intern

- Experienced in dealing with complex customer service relations from a diverse background in a fast-paced environment.
- Deployed various new marketing techniques that led to an 18% increase in quarterly sales compared to prior year.
- Capable of operating numerous pieces of industry hardware including various POS systems for day-to-day operations.
- Managed store's discount operations including bundles and sales in order to meet inventory needs.

MARSHALLS, Glen Mills, PA

June 2015 – September 2015

Men's and Kid's Associate

- Managed trainees in the standard operating procedures for the store in a supervisory role in order to facilitate proper workflow.
- Capable of managing multiple standing inventories in a high stress environment.
- Addressed customer inquiries and challenges to determine needs and develop best solutions to maintain customer satisfaction and loyalty.
- Functioned as a member of a diverse team that was able to work in many different departments

SKILLS:

- Microsoft Word, PowerPoint, and Excel
- Working Knowledge of SQL, PHP, CSS, and HTML
- Square POS System