

Joshua Smith

Quakertown | PA | 18951

community.mis.temple.edu/JoshuaSmith

267.374.9787 | tuf14615@temple.edu

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2015
MAJOR: Management Information Systems | MINOR: Finance Management

BUCKS COUNTY COMMUNITY COLLEGE, Newtown, PA
Associate of Arts in Business Administration, Graduation: May 2013
MAJOR: Business Administration
GPA: 3.85, Major GPA: 3.9 | Dean's List: Fall 2010-Spring 2013

SELECTED COURSES:

Information Systems in Organizations, Financial Management, Operations Management

INFORMATION TECHNOLOGY SKILLS:

Analysis: Visio
Web Development: HTML
Database Management: Microsoft Access

EXPERIENCE: Giant Food Stores, LLC December 2007 – Present
Perkasie, PA 18944

Checkout Coach & Store Accountant

- Managing and supervising the Front End department, coaching associates and handling all customer service issues throughout the store
- Addressing all register and computer system issues on the Front End, including IBM POS Register systems, PA Lottery terminal, and Western Union POS
- Handling all store funds, accounts, and financial transactions. Balancing daily accounts and tracking fund handling issues across the Front End

Customer Operations Manager

- Overseeing store operations and customer relations, responding to customer comments and concerns
- Coordinating and writing store schedules and managing associate timecards using the Kronos Workforce System
- Training associates on new technology and information systems adopted by the company, coordinating and administering training for daily tasks

ADDITIONAL SKILLS:

- Proficient in Microsoft Office Suite including Word, PowerPoint, Excel, Access, Outlook, and Publisher
- Spanish – basic conversation and writing skills