**KAREN GAO** community.mis.temple.edu/karengao

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

***Bachelor of Business Administration, Graduation: May 2021***

***Dual Major: Finance | Management Information Systems***

GPA: 3.21

SELECTED COURSES:

* Information Systems in Organizations
* Data-centric Application Development
* Financial Management

# ACTIVITIES:

# Member, Ascend, Fall 2017 – present

* Member, Asian Student Alliance, Fall 2017 – present
* Member, Association for Management Information Systems, Spring 2017– present

EXPERIENCE:RHONDDA, Exton PA December 2018–Present

**Rental Manager**

* Manage rental properties located in Rhondda by ensuring safety and cleanliness of rental.
* Review and process applicants through credit and background checks.
* Investigate and resolve tenant complaints and communicate property issues with landlord.

UMAMI ASIAN BISTRO LLC, Exton, PA August 2015–Present

**Shift Manager**

* Oversee operations in the front and back of house in a 60-seat, casual dining restaurant to ensure compliance with restaurant policies.
* Manage daily close out process and account for gross revenue of up to $8000.
* Manage social media presence to improve customer relations and develop customer outreach strategies.
* Built and bettered leadership abilities and customer relation skills; and promoted from cashier to manager

#### CHARLES A. MELTON CENTER, West Chester, PA November 2015–May 2016

**Volunteer Tutor**

* Volunteered to provide academic tutoring, instructional support and homework assistance to students in primary school.
* Customized tutoring approaches to meet the needs of each individual student.
* Oversaw and assumed responsibility for administering activities and events.

# SKILLS & LANGUAGES:

# Microsoft Word, Excel, PowerPoint

# Tableau

# Salesforce

# Mandarin – Fluent

* Fujianese (Dialect) – Intermediate