

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Master of Science, IT Auditing & Cyber-Security, to be awarded June 2015
GPA: 3.94

Applied IT Audit Project: Prepared IT security policy of a hypothetical firm that had an annual revenue of \$50 million in sales with 100 employees and 10 IT people. Developed audit program to audit the controls put in place to ensure adherence to the policy.

Bachelor of Business Administration, Accounting, Awarded cum laude May 2013

MAHARAJA SAYAJIRAO UNIVERSITY Baroda, Gujarat, India
Bachelor in Accounting and Auditing, Awarded August 2003

ACTIVITIES: Member, ISACA, September 2013 - Present
Member, Ascend Pan-Asian Leaders, 2010- 2013

EXPERIENCE: DUNKIN DONUTS, PHILADELPHIA, PA June 2011- Present
Shift Leader

- Facilitate food orders and managed cash register while responding to customer questions, concerns, and complaints 20 hours per weekend.
- Develop and maintain customer relationships to ensure repeat business with remembering customer food and drink orders and service preferences.
- Train new employees on restaurant policies and procedures, menu, and customer service best practices.
- Entrusted by management to open and close store and to make bank deposits of estimated \$4000 at the end of each weekend shift.

EXPRESS SCRIPT, BENSLEM, PA September 2007- December 2010
Pharmacy Technician

- Provided customer service by preparing and refilling 200-300 prescriptions, and answering questions and daily concerns.
- Organized and maintained pharmaceutical supply or medication inventory by checking out-dated medications and notifying pharmacist when inventory levels were low before each shift.
- Assisted pharmacist by selecting appropriate medications, preparing labels for bottles, and verifying quantities to pack orders for delivery to patients.
- Replenished workstation supplies such as pill bottles, caps, safety seals, paper and shipping supplies daily after shifts.

SKILLS & LANGUAGES:

- Microsoft Office (Word, Excel, Access, PowerPoint)
- SAP
- Hindi and Gujarati- fluency, Marathi-basic