

# Katie S. Margraf

katie.margraf@temple.edu

700 Sherwood Drive | Williamstown | NJ | 08094 | tel: 856.506.1953

---

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA  
**Bachelor of Business Administration, Graduation: May 2017**  
**Major: Management Information Systems**  
Major GPA: 3.0 | GPA: 2.84

## SELECTED COURSES:

Enterprise IT Architecture, Data Analytics, Data Centric Application Development

## ACTIVITIES & AWARDS:

Volunteer, Cystic Fibrosis Foundation  
Volunteer, National Association of Anorexia Nervosa and other eating disorders  
Member, Association of Information Systems (2014-Present)  
Member, Delta Phi Epsilon Delta Nu Chapter (2014-Present)  
President, Class of 2013 Williamstown High School

EXPERIENCE: NBC SPORTS ARENA AT XFINITY LIVE! Philadelphia, PA April 2014- Current  
**Waitress, Point of Sales Representative**

- Demonstrates ability to greet patrons, present menu, make recommendations and answer questions regarding food and beverages while selling at least \$1500 in food and drink sales on average daily
- Provide quality service through advanced communication skills with customers and co-workers
- Dedicated and meticulous- high level of accurateness and attention to detail
- Promoted three times over the course of seven months

DAIRY FRESH ICE CREAM, Williamstown, NJ June 2014-August 2014  
**Shift Leader, Cashier, Cake Decorator**

- Made sure employees completed all tasks for the night as well as taking care of customers
- Responsible for executing all cake orders and displays for week
- Counted all cashier drawers in beginning of shift and end of shift

OLIVE GARDEN RESTURANT, Philadelphia, PA October 2013- March 2014  
**Waitress**

- Provided customer service for fifty table restaurant specializing in Italian cuisine
- Collaborated with coworkers and provided assistance to service partner
- Memorized many different wine lists and provided insight to what drink complimented which dish for customer satisfaction

## SKILLS:

- Microsoft Office Suite (Excel, PowerPoint, Word, Outlook)
- SAP: Basic
- HTML, PHP: Basic