

# Loymi Peralta Cruz

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA  
**Bachelor of Business Administration, Graduation: December 2021**  
**Majors: Management Information System | Finance**

MONTGOMERY COUNTY COMMUNITY COLLEGE, Blue Bell, PA  
**Associate of Business Administration, Graduated: May 2019**  
GPA: 3.6 | Honors Business Club | Dean's List, May 2017-May 2019

## ACTIVITIES & AWARDS:

Forbes Under 30 Scholar, October 2019  
Member, Association for Management Information Systems, January 2020  
Member, Association of Latino Professionals for America (ALPFA), 2019-present  
Accounting Faculty Award of Excellence, May 2019  
Student Participant, Vanguard EXPLORE Program, January 2019

## INFORMATION TECHNOLOGY SKILLS:

Software Development: JavaScript  
Database Management: Microsoft Access, MySQL  
Web Development: HTML  
Project Management: Microsoft Project, Microsoft Office

EXPERIENCE: TEMPLE UNIVERSITY, Philadelphia, PA

**Information Technology Assistant** January 2020 - Present

- Supported a core of 60+ students learning JavaScript and Salesforce.
- Held study sections and one-on-one meetings for students.
- Graded students' homework and projects.

GEICO LOCAL OFFICE, Wynnewood, PA

**Customer Service Representative** October 2019 - Present

- Managed 150+ inbound and outbound customer calls identifying and assessing insurances needs to achieve satisfaction.
- Developed strategies to increase insurance policy renewal rates by 10%.
- Performed administrative tasks, maintained customer files and prepared business correspondence to deal with 100+ clients

MONTGOMERY COUNTY COMMUNITY COLLEGE, Blue Bell, PA

**Volunteer Intake Specialist** January 2019 - April 2019

- Scheduled appointments for 60+ new and existing clients.
- Interviewed clients to obtain information and determine needs.
- Educated clients about the tax process.

## SKILLS & LANGUAGES:

- Fluent in Spanish