

## Maria C. Boggi

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

Bachelor of Business Administration, Graduation: Dec. 2018

Major: Management Information Systems, Marketing

GPA: 3.88 Temple University Honor's Program and Fox Business School Honors Program

Phi Theta Kappa Honor Society | American Marketing Association | Business Honors Society  
Association | Association for Information Systems | Dean's List

### **AWARDS, ACTIVITIES AND COMMUNITY SERVICE:**

- Self-started an alternative spring break program with Montgomery County Community College and the Norristown Crisis Intervention center to help educate students in the importance of mental health and provide them opportunities to give back to the community (11/15- 03/16)
- Raised money and participated in volunteer work and walks for the American Suicide Prevention Foundation (05/10-Present)
- Collaborated with my book club to organize a working library for the Bedford Stuyvesant Collegiate Charter School in Brooklyn, NY (01/10-03/10)
- Scholarship for demonstration of Leadership qualities and school involvement (04/01/17)

### **EXPERIENCE:**

MIS Department, Temple University, Philadelphia PA

#### **2017 IS Job Index Research Assistant**

March 2017 – present

- Collect and organize data of over 40 universities
- Communicate clear and precise instructions with chairs and faculty of universities
- Gather .eps files and test for corruption
- Trouble shoot surveys
- Compare and contrast data from the 2015 IS Job Index with current survey information

Back on My Feet, Philadelphia, PA

January 2017 – present

#### **Program Coordinator Intern**

- Monitor Volunteer engagement and retention through databases
- Follow-up via email with new volunteers as they are introduced to the team following orientation
- Track and categorize expenses while predicting future expenses
- Contact organizations to promote brand and expand volunteer base by region
- Coordinate and execute volunteer orientations with groups of 10+

The Capital Grille, King of Prussia, PA

February 2014 – present

**Server**

- Analyze individual situations and choosing the most efficient strategy to add money to the check and quality to the guest experience
- Accurately manage money in a high-volume and fast-paced environment
- Create excellent customer satisfaction through exceeding expectations
- Think outside the box on brainstorming innovative ways to “wow” guests.
- Assist co-workers both in the dining room and the kitchen with preparation and execution of daily activities
- Use quick and critical thinking to resolve any issues that arise on a daily basis
- Use oral and written communication techniques to relay my needs, the needs of the restaurant and the needs of guests to coworkers while maintaining a relaxed and friendly tone and body language
- Observe nonverbal cues of guest needs and reacts accordingly
- Continually participate in educational programs to further my knowledge of wine to maximize shareholder profit and to offer my guests the best for their dining experience

Sullivan’s Steakhouse

October 2009 – February 2014

DelFrisco’s Restaurant Group King of Prussia, PA

**Server, Bartender, In-store Trainer, New Store Opening Trainer**

- Traveled out of state to other locations to train staff for long periods
- Designed, developed and maintained educational material and daily itineraries for 30 trainees
- Constantly maintained communication with co-workers to keep a smooth-running, effective work environment and made sure everyone understood expectations and was held accountable
- Performed managerial duties such as guest conflict and server errors
- Prevented future errors by teaching trainees preventative planning
- Taught coworkers the educational material about the restaurant standards of procedure and food items and routinely tested their retainment of material.
- Collaborated with other trainers to ensure consistency of training material

**SKILLS:**

**Systems Knowledge** –Microsoft Office Suite, Pages, SharePoint, Footprints, Form stack, Numbers, Keynote, iMovie, Multiple Social Media Platforms, Google Analytics