

**EDUCATION:** TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA  
***Bachelor of Business Administration, Graduation: May 2019***  
***Major: Management Information Systems***  
Overall GPA: 3.18, Major GPA: 3.5 | Dean's List: Fall 2016

**SELECTED COURSES:**

Data Analytics, Data-Centric Application Development, Digital Solutions Studio, Enterprise IT Architecture, Program Design and Abstraction

**ACTIVITIES AND AWARDS:**

- Member, Association for Management Information Systems, 2017 – Present
- Participant, 2017 QVC Analytics Competition, Fall 2017
- Volunteer, Al-Aqsa Masjid, 2013– Present
- Dean's List, Pennsylvania State University, Summer 2014 – Fall 2015
- Mentor, AIS Mentorship Program, Fall 2018 – Present

**INFORMATION SYSTEMS PROJECTS:**

- Participated in Temple Data Analytics Challenge - Analyzed NBC Universal movie database to track and predict blockbuster hits, revenue returns on specific genres, and economic trends.
- Website creator for Tanner G. Duckery school using WordPress.
- Developer of Inventory Application for Cousins Supermarket.

**INFORMATION TECHNOLOGY SKILLS:**

Web Development:	HTML, CSS, PHP, MVC
Software Development:	Java
Database Management:	SQL, R, RStudio
Analysis:	Tableau, Excel
Project Management:	Microsoft Office

**EXPERIENCE:** TEMPLE UNIVERCITY, Philadelphia, PA June 2018 - Present

**Management Information Systems ITA**

- Assist student without coursework in the Data-Centric Application Development course.
- Support in developing an easy to learn workload for the semester.
- Understanding of HTML, CSS, PHP, and SQL.
- Responsible for grading student challenges.

COUSIN'S SUPERMARKET, Philadelphia, PA September 2017 - Present

**Front End Manager**

- Provide optimal leadership and communication to ensure productivity for 35 employees working in various departments.
- Assist cashiers with daily operations including checkout, training, etc.
- Carefully address customer concerns and complaints with accurate solutions to achieve maximum customer satisfaction.
- Monitor cash flow and handling.

**Customer Service Representative**

May 2010 – August 2015

- Promoted from Bagger, to Cashier, Produce, Bakery, and Customer Service Representative.
- Ensured customers' orders were processed accurately and efficiently, providing refunds and returns as necessary.

FIVE BELOW INC., Philadelphia, PA

May 2018 – August 2018

**Store Operations Analyst Intern**

- Analyzed data to build Weekly & Monthly Labor reporting and Overtime Tracking report.
- Created sample schedules for test locations and holiday season.
- Assisted in organization of teams for the introduction of a new software.

WELLS FARGO BANK, Philadelphia, PA

August 2015 - September 2017

**Bank Teller**

- Managed cash of up to \$100,000 daily, maintained a cash draw limit of \$15,000 minimize risk and keep track of money flow.
- Processed account transactions properly to minimize errors and reduce fraud.
- Communicated with team members about cash drawer limits, and customer service techniques.
- Created relationships with clients, to make them feel welcomed and part of the team.
- Awarded commendations for teamwork, keeping cash drawer in balance, and providing great customer service.

**SKILLS & LANGUAGES:**

- Spanish – Moderate Knowledge
- Arabic – Fluent