

**EDUCATION:** TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA  
***Bachelor of Business Administration, Anticipated Graduation: May 2018***  
Major: Management Information Systems

**SELECTED COURSES:**  
Enterprise IT Architecture, Data Centric App Development, Data Science, Data Analytics, Digital Solutions Studio, Information Systems Integration

**ACTIVITIES:**

- Member, Association for Information Systems, 2015 - Present
- Member, Temple University Diamond Marching Band, August 2014 - Present
- Member, St. Paul's Lutheran Church Brass Choir, 2012 - Present

**TECHNICAL SKILLS:**

Web Development:	HTML, CSS, PHP, JavaScript (jQuery)
Software Development:	SQL, Python, Java
IT Management Applications:	Salesforce, BMC Remedy, CA DSM Server, Ghostcast Server, Microsoft Active Directory
Other Applications:	Adobe Creative Cloud, Microsoft Office Suite (2007-2016)

**EXPERIENCE:** Professional Capital Services, Philadelphia, PA January 2017 – Present  
**IT Intern**

- Administrate and maintain multiple domains in Office 365 and Active Directory
- Utilize Salesforce for business operations, and make administrative changes to data, processes, reports, etc.
- Administer changes and provide support for a largely virtual network infrastructure using vCenter from VMware
- Manage inventory for all electronic hardware across the firm
- Resolve application failures and connectivity issues for employees, often troubleshooting with outside vendors

Temple University TECH Center, Philadelphia, PA October 2014 – Present  
**Help Desk Associate**

- Receive phone calls, then create tickets for a call center of 20 representatives.
- Resolve issues related to viruses, wireless connectivity, software downloads, etc. in between phone calls and regularly scheduled appointments
- Assist with the interviewing and hiring process for new student workers alongside the Assistant Director of Computer Services