

## Nicole I. Ismael

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

***Bachelor of Business Administration, Graduation: May 2016***

***Major: Marketing***

***Minor: Management Information Systems***

Selected Courses:

Marketing Management

Digital World

Information Systems in Organizations

Pre-Calculus

Legal Environment of Business

Financial Accounting

Leadership and Organizational Management

### ACTIVITIES:

- Member, Temple University Philippine American Council, Fall 2012 – present
- Member, Phi Beta Lambda, Fall 2013 - present
- Senior Class President, The Philadelphia High School for Girls, June 2011 – June 2012
- Service Club Member, The Philadelphia High School for Girls, June 2011 – June 2012
- Junior Class Vice President, The Philadelphia High School for Girls, June 2010 – June 2011
- Active Member, Students Run Philly Style, September 2010 – June 2012

EXPERIENCE: MACY'S, Philadelphia, PA

August 2013 – present

**Sales Associate, Handbags Department**

- Provide customer service for upscale department store, specializing in clothing, handbags, and accessories.
- Regularly exceed sales goals each shift by approximately 30%.
- Resolve customer complaints by showing empathy, offering discounts when appropriate, and involving manager assistance when necessary.

### SKILLS & LANGUAGES:

- Microsoft Word, Excel, PowerPoint
- Adobe Dreamweaver C6
- Windows Live Movie Maker
- Tagalog – Intermediate Comprehension
- Chinese – Mandarin – Basic