PengSam Po

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EDUCATION:
>   TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
>   ***Bachelor of Business Administration, Graduation:***   ***May 2019***
>   MAJOR: Management Information Systems

INFORMATION TECHNOLOGY SKILLS:
>   Microsoft Excel, Word, PowerPoint, Google Drive.
>   SQL, PHP, JavaScript, HTML, CSS.

EXPERIENCE:
>   CAMPAIGN FOR WORKING FAMILIES, INC., Philadelphia, PA   September 2018 – April 2019
>   **Tax Associate Intern**

- Interacted with clients and conducted interviews to gather tax-related information.
- Performed data entry and maintained data accuracy and up-to-date confidential client files.
- Researched for tax-saving deductions or credits on the IRS website to help reduce or eliminate the client's tax.
- Maintained tax returns data in database and assisted manager in other administrative tasks as directed.
- Identified, researched, and resolved tax returns rejection.
- Scheduled client appointments, responded to inquiries, and arranged follow-ups.

>   COMMUNITY COLLEGE OF PHILADELPHIA, Philadelphia, PA   July 2013 – January 2014
>   **Front Desk Intern**

- Served as an initial point of contact to answer customer's questions in person and over the phone, and direct inquiries to designated department.
- Assisted administrator by planning, scheduling, and reserving the computer lab room for the new student's orientation.
- Contributed to administrative support tasks such as implementing application forms as directed and preparing the proper documents for the orientation.
- Maintained log books, calls received, and office equipment.
- Sent faxes and retrieved and routed incoming faxes; mailed out packages and received deliveries.
- Helped reduce orientation time by 15% by introducing new FAQ sheets and ensuring all the computers are up and running before scheduled time.

ACTIVITIES:
>   Member, Association for Information Systems, Philadelphia, PA   Spring 2017 – Spring 2019

INFORMATION SYSTEMS PROJECTS:

- Collaborated with the engineering team to develop a project plan, define the objectives, establish methods to solve the problem, and evaluate project performance.
- Designed a prototype application in Just-In-Mind for TAPP Network to simplify its business process in mail organization.
- Built a prototype website for RentZen to make the apartment leasing process as simple as possible.
- Analyzed televised home shopping data provided to Temple University by QVC to gain insight into how the components drive product sales and made recommendations to key findings.

SELECTED COURSEWORK:
>   Excel for Business Applications, Accounting, Enterprise IT Architecture, Digital Design & Innovation Studio, Lead Global Digital Projects, Global Business Policies, Information Systems Integration