

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business & Management, Philadelphia, PA
Bachelor of Business Administration, Graduation: January 2019
Major: Management Information Systems
GPA: 3.31
Dean's List, Fall 2014

ACTIVITIES & AWARDS:

Philadelphia Education Fund, Mentor Program, August 2014- Present
Free Food Fun Fridays, Volunteer, January 2015
Core Scholars, July 2014-January 2015
Cradles to Crayons, Volunteer, January 2016
Association for Information Systems, Member, September 2016- Present

EXPERIENCE: Dunkin Donuts, Philadelphia PA May 2015- Present
Crew Member

- Provide food service, retail, and customer service efficiently to maintain flow of business.
- Operate register accurately; reconcile daily cash transactions.
- Ensure operational excellence by adhering to the systems and standards of the store; helps maintain the flow of operation by following directions correctly.
- Respond to specific guest needs and resolve problems with a sense of urgency; provide a solution as quickly as possible to ensure customer satisfaction.
- Perform well in a fast pace, stressful environment.

Chinese Christian Herald Crusades, Philadelphia PA November 2014-
December 2015

Afterschool Tutor

- Helped tutor 15-20 children aged 7-13 any given day; built relationships with children and parents.
- Contributed to help lessen the load of teachers and help tutor the afterschool students; dealt with high volume of students compared to the amount of tutors/teachers.

SKILLS & LANGUAGES:

- Basic Microsoft Word, Powerpoint, Excel
- Basic Chinese (Cantonese and Mandarin)