

**EDUCATION:**

TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA  
*Bachelor of Business Administration, Graduation: May 2019*  
*Major: Management Information Systems*  
GPA: 3.84 | University Honors Program | Dean's List, Fall 2016/Spring 2017

**ACTIVITIES & AWARDS:**

Member of Association for Information Systems, September 2016-Present  
Service Scholarship, August 2014  
National Honors Society, September 2014-June 2015  
Contestant in Temple's Analytics Challenge, October 2016

**EXPERIENCE:**

PCS Capital, Philadelphia PA September 2017– Present

**IT Desktop Support**

- Provide Windows 10 desktop support for 100+ users
- Use Salesforce to ensure accurate records are kept
- Ensure on-site servers are operating without errors

Temple University, Philadelphia PA October 2016– September 2017

**Technical Support Specialist**

- Diagnose and solve hardware/software problems that arise
- Quickly construct solutions to user's audio/video issues
- Revised software upgrade process to increase overall speed by 15%

GIANT Food Stores, Huntingdon Valley PA November 2015– October 2016

**Meat Associate**

- Advanced total sales for department to number 1 in the district during holiday 2015 season
- Implemented new technique to reduce product back stock and increase sales by keeping product on display
- Developed new technique to increase pre-pared foods production by 50%, resulting in use throughout the department

**SKILLS & LANGUAGES:**

- Proficient with Mac OS and Windows OS
- Familiar with HTML/CSS, Python, JavaScript
- Adequate with MySQL, and PHP
- Adequate with Tableau
- Experience with SAP
- Proficient with Microsoft Suite of Apps