Ryan Trapp

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2016
MAJOR: Management Information Systems
GPA: 3.46, Major GPA: 3.33 | Dean's List: Fall 2013

SELECTED COURSES:
Data Analytics, Enterprise IT Architecture, Digital Design and Innovation, Data-Centric Application Development

ACTIVITIES AND AWARDS:
- Member, Phi Sigma Pi National Honors Fraternity, 2013-present
- Member, Association for Management Information Systems, 2013 – present

INFORMATION TECHNOLOGY SKILLS:
Software Development:	JavaScript
Web Development:	HTML, CSS, PHP
Database Management:	SQL plus, SQL, PL/SQL

EXPERIENCE:

FOX COMPUTER SERVICES, Philadelphia, PA   January 2014 – Present
Technical Support (PC Help)
- Provide technical support to students and staff with PC issues
- Attend to service calls for staff in the business school to fix any software and/or hardware issues

MRS BPO LLC., Cherry Hill, NJ   Summer 2013
Customer Identification Agent
- Efficiently developed Right Party Contacts (RPC) via telephone contact and transferred the RPC to the appropriate business unit at a collections agency
- Rated in top 10 of approximately 75 callers for efficiency of time spent in database
- Effectively queried third parties in an effort to establish RPC
- Averaged at least 65 calls per hour in addition to a "Sign on Time" in database of 85% or greater

SESAME PLACE, Langhorne, PA   February 2011-August 2012
Aquatics Guard (Certified)
- Ensured safety of patrons on all water attractions, including tops and bottoms of waterslides and activity pools
- Prevented and responded to guest emergencies
- Maintained an acceptable level of proficiency of park knowledge, water rescue, CPR/AED, and First Aid Skills

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SKILLS:
- Ability to assemble/dissemble PCs and Laptops
- First Aid and CPR/AED certified