

- EDUCATION:** TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2015
Major: *Marketing* | Total expected credits: 124
Selected Courses:
- | | |
|-----------------------------|-------------------------------------|
| Marketing Management | Business Society & Ethics |
| Marketing Research | Professional Development Strategies |
| Consumer and Buyer Behavior | Operations Management |
- EXPERIENCE:** PHILADELPHIA FEDERAL CREDIT UNION, Philadelphia, PA
Marketing Intern, Teller & Member Service Representative June 2011 - present
- Provide both professional and welcoming customer service and ensured member satisfaction by assisting with any needs or requests they have while in the branch.
 - Handle money, balance teller drawer, gain extensive computer knowledge and engage in business transactions as a teller; as a member service representative, open new accounts, assist members with loans and questions, provide business services and build customer relationships.
 - Started as a marketing intern, promoted to teller in September 2011; promoted again in October 2013 to member service representative.
 - Volunteer to work extra hours, participate in marketing events for the credit union, cover for co-workers, and assist other branches that are short staff and need help.
- RHAWNURST CAFE, Philadelphia, PA
Server & Day Cook December 2009 - September 2010
- Provided friendly, professional customer service to an average of 150 customers daily in a sports bar/restaurant atmosphere.
 - Managed money, check totals and organized files for the bar as well as tracked orders and prepared the food.
 - Volunteered to work large parties and charity events as well as help with the decorations and organizing the food menu.
 - Replenished supplies and condiments, as well as cleaned tables, bathrooms and dishes.
- ACTIVITIES:**
- Volunteer, Mary Kate's Legacy Foundation, September 2006 – Present
 - A charity organization that raises money to assist families of children with special needs through financial burdens and supportive care.
 - Annually volunteer at organization's Golf outing in May & 5 event in July.
 - Willing to go the extra mile to fulfill duties so the events run smoothly.
 - Along with volunteering, I annually participate in the charities 5k event to help raise money for the organization.
- SKILLS:**
- Microsoft Word, Excel, PowerPoint, Windows & Office
 - SAP Certified, April 2014
 - CRP Certified, May 2012