

**EDUCATION:** TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA  
*Bachelor of Business Administration, Expected Graduation: December 2015*  
*Major: Management Information Systems*  
GPA: 3.32 | Dean's List, Fall 2012

**ACTIVITIES & AWARDS:** Stick-It To Cancer Chairman, Temple Men's Club Lacrosse, Fall 2011 - Present  
Candidate, Beta Alpha Psi, Spring 2014 – Present  
JOM Team Building Committee, June 2013 – January 2014  
J&J University Case Competition Runner-Up, December 2013  
J&J Encore Award Recipient, Aug 2013; Oct 2013; Dec 2013; Jan 2014  
Comcast Cares Day Participant, June 2014

**EXPERIENCE:**

COMCAST CORPORATION, Philadelphia, PA

**Customer Insights Intern**

May 2014 – August 2014

- Maintained dashboards and heat maps that provide metrics on customer satisfaction and dissatisfaction to support team leaders on a monthly basis.
- Produced bi-monthly distributions of performance metrics to different company functions to relay mid-month customer metrics.
- Created macro procedure that reduced manual labor by two to three hours of sorting and analyzing imported data from a third party.
- Perform ad hoc reporting to team members when requested while ensuring accuracy and a timely response.

JOHNSON & JOHNSON, JOM Pharmaceutical Services, Inc., Somerset, NJ

**Healthcare Customer Logistics Co-op,**

June 2013 – Jan 2014

- Collected and analyzed data on a monthly basis to support essential metrics that track reverse logistics performance within the pharmaceutical sector.
- Managed a variety of reverse logistics responsibilities including the evaluation of customer returns and credits to ensure that the proper contract price is issued; performed overrides immediately to address discrepancies.
- Partnered with third party returns provider to improve their internal processes to provide proper valuation of materials resulting in cost savings and the reduction of manual labor.
- Maintained dashboards that supported team leaders and upper management in meeting business goals.
- Assisted Medical Devices & Diagnostics Team with year-end reports and order monitoring to eliminate distributor buy-in, protecting revenue streams and supply.

WEGMANS, Collegeville, PA

**Customer Service Desk, Front End**

July 2009 – June 2013

- Provided customer support to 200+ customers for a high-end grocery store.
- Aided in the increase of \$5,000/month in sales in the Beverage department by changing marketing strategies, including displaying promotional material in high traffic areas.
- Successfully handled customer issues, sold lottery tickets and money orders, cashed paychecks, promoted events, and displayed seasonal items to attract customers' interest.

**SKILLS:**

- SAP, Microsoft PowerPoint, Excel, Access, Winshuttle