

Thomas A. Couser

community.mis.temple.edu/tcouser

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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: 3.52 | Dean's List: Fall 2013, Spring 2014

SELECTED COURSES:

- Information Systems in Organizations
- Enterprise IT Architecture
- Data Analytics
- Data Centric Application Development

ACTIVITIES AND AWARDS:

- Member, Association for Management Information Systems, 2013 – present
- Nominated for Golden Key International Honour Society membership

INFORMATION TECHNOLOGY SKILLS:

Web Development:	HTML, PHP, CSS
Database Management:	SQL, SAP
Productivity Software:	Microsoft Word, Excel, PowerPoint
Operating Systems:	Windows, OS X
Other:	PC hardware installation

EXPERIENCE: WEGMANS FOOD MARKETS, Downingtown, PA September 2010 – Present
Front End Coordinator

- Provide incredible customer service by greeting customers and answering questions in a friendly manner, preemptively offering assistance, and accommodating customers who have special needs.
- Supervise various scheduled tasks and ensure proper scheduling of Front End employees; following all federal, state and Wegmans rules and regulations.
- Quickly respond to cashier pages and requests for assistance, making sure that cashiers are able to meet customer needs quickly and proficiently
- Proactively monitor customer traffic patterns throughout the store in order to preemptively open extra lanes to ensure smooth customer flow.

SKILLS & LANGUAGES:

- Spanish – basic
- Certified in First Aid/CPR