

Victor F. Morales

community.mis.temple.edu/vmorales

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EDUCATION:

TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

Bachelor of Business Administration, Graduation: Dec 2020

Major: Management Information Systems

CUMULATIVE GPA: 3.3

SELECTED COURSES:

Information Systems in Organizations, Data Analytics, Data Centric Application Development, Digital Solutions Studio, Enterprise IT Architecture,

INFORMATION TECHNOLOGY SKILLS:

Analysis:	R Studio
Cybersecurity:	Carbon Black, Duo Mobile
Database Management:	MySQL, SAP HR - Master Data
Project Management:	Microsoft SharePoint, Excel, PowerPoint
Remote Management:	Desktop Central, Airwatch
Web Development:	HTML, CSS, JavaScript

LEADERSHIP & ACTIVITIES:

- Member – Association for Information Systems Sept 2018 – Present
- Member – Professional Sales Organization Sept 2018 – Present
- Vice President – Pi Kappa Phi Fraternity Jan 2017 – Jan 2018
- Volunteer – Adapted Physical Education Program & Camp Abilities Sept 2016 – Jan 2018

EXPERIENCE:

DAY & ZIMMERMANN, Philadelphia, PA May 2019 - Present

IT Specialists Intern, Enterprise IT

- Provide daily technical support for 46,000+ corporate employees on business systems, applications, devices, and services
- Monitor Desktop Services incidents to work through resolutions or assign to the appropriate escalation group, documenting each step and results
- Assist in the creation of technical troubleshooting, process and support documentation

OUTBACK STEAKHOUSE, Frazer, PA June 2017 - Present

Bartender

- Provide food and beverage service to demanding clientele
- Train and evaluate 2-3 new employees per month
- Multi-task in a fast-paced environment while accurately keeping track of inflows and outflows of cash

LITEMOVERS.COM, LLC, King of Prussia, PA May 2018 – August 2018

Operations Analyst Intern

- Managed CRM software used for daily administrative tasks and sales
- Collaborated closely with Director of Operations to oversee day-to-day operations of over 50+ employees
- Initiated a marketing plan to increase sales during off-peak season to remain competitive year-round

LANGUAGES:

- Spanish – Fluent