

Wen Ting Lu

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2016
Major: Accounting | Total expected credits: 150
GPA: 3.46 Dean's List: Spring 2013
Selected Courses:
Financial Accounting Marketing
Management Information Systems Business Professional Development Strategies

ACTIVITIES: Member, Ascend, 2012 - present
Volunteer, VITA Family Tax Assistance, 2012 - present
Officer, Chinese Student Scholar Association, 2012-present
Member, Golden Key National Honor Society, 2013-present

EXPERIENCE: GREYHOUND BUS LINES, Philadelphia, PA January 2013 - present
Customer Service Agent

- Provide customer assistance for ticket schedules and fare information; and sell 300+ tickets per day to travelers between Philadelphia and New York.
- Resolve service problems by clarifying customer's complaints; selecting and explaining the best solution; expediting correction or adjustment and following up to ensure resolution.
- Run a report for daily operations, and count money to verify the report.

BLOSSOM ASIAN BISTRO, Mt. Arlington, NJ Summer 2012
Server

- Provided customer service for a 50 seats, fine dining restaurant specializing in Asian cuisine.
- Served as host when needed including working with customers on catering events, and seating arrangements.
- Replenished supplies/condiments at zoned serving stations, including assisting shift manager with large parties and beverage orders.

SKILLS & LANGUAGES:

- Microsoft Word, Excel, PowerPoint, SAP
- Chinese – Mandarin – fluent