

## EDUCATION

**Temple University – Fox School of Business**, Philadelphia, PA

*Bachelor of Business Administration*

Graduation: May 2024

**Major:** Management Information Systems and Marketing | **GPA:** 3.73

**Awards:** FSBM Endowed Scholarship, Dean’s List: Fall 2020 & Spring 2021

**Selected Courses:** Marketing Research, Introduction to Risk Management, Digital Systems, Operations Management

## ACTIVITIES

**Member**, Association for Information Systems

January 2023- Present

## TECHNICAL SKILLS

Software Development: Visual Studio Code

Web Development: HTML, CSS

Database Management: SQL

Project Management: Microsoft Project, Microsoft Office

## EXPERIENCE

SAXBYS, Philadelphia, PA

January 2023 – Present

### ***Brand Ambassador***

- Promoted company products on social media, especially seasonal items, and special offers
- Communicated with Saxbys’ Digital Marketing team to effectively communicate the brands image
- Recruited new ambassadors and new customers to create more revenue for the company

OLD NAVY, Wayne, PA

May 2022 – Present

### ***Brand Associate & Visual/Merchandising Support***

- Demonstrated positive service at a register for 100+ customers daily at a retail company
- Achieved daily credit card goals to maintain customers and establish loyalty with new customers
- Assisted with changing mannequins to reflect popular items in store
- Created displays on salesfloor that were provided by management while having some creative freedom to encourage customers to buy specific items

WAYNESBOROUGH COUNTRY CLUB, Paoli, PA

May 2021 – July 2021

### ***Server***

- Delivered exceptional dining services to 150+ members a day at a Main Line, family-centered country club
- Maintained extensive product knowledge educating customers on menu items and read weekly specials to raise sales
- Collaborated with 3 parts of the kitchen to ensure customer satisfaction in a timely manner

- Established a positive customer experience through prompt complaint resolution and a positive attitude

VITALITY BOWLS, King of Prussia, PA

July 2019 – December 2019

***Team Member***

- Provided customer service for 50+ customers daily at a superfood café specializing in açai bowls
- Greeted customers and promoted monthly specials and add-on toppings to increase sales
- Organized and stocked work area twice a shift to guarantee quick but efficient service
- Analyzed inventory with weekly sales to create stock orders

**SKILLS**

**Software:** Microsoft Word, Excel, PowerPoint, Outlook, Visual Studio Code

**Certifications:** HTML Essential Training, Learning SQL Programming