

EDUCATION:

TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

Bachelor of Business Administration, Graduation: May 2023

Major: Management Information Systems

GPA: 3.93 | Business Honors Program | University Honors Program | Dean's List Fall 2020-Present

ACTIVITIES & AWARDS:

- Director of Operations, Fox College Council, July 2020-May 2021
- Director of Community Engagement & Treasurer, Temple Association for Information Systems, May 2020-Present
- Member & Mentor, Business Honors Student Association, September 2019-September 2021
- Actress, Insomnia Theatre, October 2019-Present
- Finalist, Target Case Competition, April 2020 & April 2021
- Participant, PNC Leadership and Education for Advancing Diversity Summit, April 2020

EXPERIENCE:

TEMPLE UNIVERSITY, Philadelphia, PA

January 2020-Present

Owl Ambassador & Trainer

- Liaise between potential students and Temple University during campus tours and admissions events
- Engage with prospective students about Temple University's unique opportunities during 75 minute campus tours, 4 days per week
- Balance synthesizing relevant information with personalizing each experience to potential student's needs and interests
- Guide new employees through learning tour information, evaluate and report progress, and offer continuous feedback

HIGHMARK HEALTH, Pittsburgh, PA

IT Dispatch/Triage Intern

May 2021-August 2021

- Supported dispatch and triage team as the team transitioned to a new ticketing software while still completing daily responsibilities
- Conceptualized a wellness program to serve over 200 employees and ran it from ideation to completion
- Discovered a training process inefficiency, created a solution with a new organization map, and implemented this solution
- Facilitated daily and weekly debriefing meetings to ensure team effectiveness and transparency

OPTIMIZE CONSULTING GROUP, Philadelphia, PA

September 2020-May 2021

Associate Project Manager

- Collaborated with eight associates to provide non-profit organizations with pro-bono business and technology consulting services
- Designed detailed projects that fit client's needs, such as implementing donor management systems, integrating project management software, and applying Google Analytics
- Created and presented training modules to educate clients on capabilities of newly integrated software

SKILLS:

- Data Visualization-Tableau
- Databases- SQL, MongoDB, MySQL
- Application Development- JavaScript, JQuery, AJAX, HTML5, CSS, Bootstrap