

EDUCATION

Temple University – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: May 2023

Major: Management Information Systems | **GPA:** 3.19

Awards: Dean's List: Spring 2021

Selected Courses: Data Science, Cloud Architecture, Digital Systems, Program Design & Abstraction, Calculus I, Leadership & Organization Management

EXPERIENCE

WALGREENS, Philadelphia, PA

May 2021 – Present

Customer Service Associate & Photo TECH

- Perform customer service in the second-largest pharmacy store chain serving 1000+ customers daily
- Process over 100+ purchases, ranging from daily necessities and personal items to medication and food, daily efficiently
- Educate customers on different programs offered; including the Walgreens rewards program
- Guide customers to specific products in a store that sells over 1000+ different products

BROTHER FEI KITCHENWARE, Berlin, NJ

October 2018 – Present

Customer Service & Sales Associate

- Provide customer service for a family-friendly farmers market and satisfy over 1000+ customers during weekends
- Organize stock and items to promote more sales
- Recommend new stock and reorder popular products to increase sales
- Research new items customers are interested in by listening to what customers want

HIDDEN GEM, Philadelphia, PA

May 2019 – September 2019

Waiter

- Provided customers service for a Chinese restaurant tending to 100+ customers daily
- Promoted Chief's Specials to customers to increase revenue
- Planned seating arrangements to accommodate large groups of customers to maximize sales
- Translated for both Chinese and English customers on chief specials and menu items to increase sales

SKILLS

Software: Microsoft Word, Excel, PowerPoint, Python, JavaScript, C++, Java, Salesforce, Tableau, MySQL, MongoDB, Google Docs, Sheets, Slides, Amazon Web Services, WordPress, RStudio, R (programming language)

Languages: Native Proficiency in Chinese (Mandarin)