

# Angela MIS

<https://community.mis.temple.edu/ajahan/>

Upper Darby / PA / 19802  
angela.jahan0003@temple.edu

347.221.2803

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA  
**Bachelor of Business Administration, Graduation: May 2023**  
**Major: Management Information Systems | Minor: Business Management**  
Overall GPA: 3.5, Major GPA: 3.7 |

SELECTED COURSES:  
Systems Analysis & Design, Database Management Systems, Managing Global Information Systems Projects, Business Process Analysis

ACTIVITIES AND AWARDS:  

- Member of Temple University association for Information systems, 2021 – present

INFORMATION SYSTEMS PROJECTS:  

- Served as team member for analysis, design, and development of a web site to launch an online store by using the GoDaddy Inc platform.

## SKILLS:

- Customer service
- Excellent time management
- Inbound and outbound calling
- Strong verbal, written, and interpersonal communication skill
- Microsoft Word, PowerPoint, and Excel
- Analytical and problem-solving skill
- Data entry

EXPERIENCE: MANAGER, STAR FABRIC 232 WEST 37TH STREET, NEW YORK CITY, NY 10018  
JUNE 2016 - MAY 2019

- Reported to work early, checked inventory, increased sales, learned sales or special offerings, and became aware of store issues.
- Issued receipts and processed refunds, credits, or exchanges.
- Created monthly reports on sale and expense using Excel sheets with Microsoft Office.
- Corresponded with carrier representatives to plan and provide instructions for shipment and delivery of order.

CALL CENTER REPRESENTATIVE, KINGS AND ASSOCIATES 2082 EAST 23RD STREET, BROOKLYN, NY 11229  
FEBRUARY 2018 - MAY 2018

- Enhanced productivity by staying on top of call scripts and maintaining control over the direction of conversations.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Performed various clerical duties by filing and faxing documents and creating customer database
- Entered data in Excel sheet and organized invoices and receipts

HEALTHCARE INTERN, MAIMONIDES MEDICAL CENTER 4802 10TH AVE, BROOKLYN, NY  
11219

NOVEMBER 2017-JANUARY 2018

- Reviewed charts and flagged incomplete or inaccurate information
- Kept accurate log of all requests for medical information and records

Scheduling medical appointments and determining eligibility service

- Maintained accuracy, completeness and security for medical records and health information

LANGUAGES:

- English and Bengali