

Anna Lu

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EDUCATION

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: 2024

Major: Management Information System | **Minor:** Marketing | GPA: 3.42

Selected Courses: Leadership and Organizational Management, Marketing Management, Digital Systems, Legal Environment of Business

ACTIVITIES

Member, Temple University, Ascend

October 2022 – Present

Member, Temple University, American Marketing Association

August 2022 – Present

Volunteer, Mitzvah Food Program

September 2018 – November 2019

EXPERIENCE

KPOT PHILADELPHIA INC, Philadelphia, PA

May 2020 – Present

Server

- Operate in a fast-paced environment efficiently by utilizing the point-of-sale system (POS) to place orders, manage bills, handle complimentary items while cultivating a warm relationship with customers.
- Generate over \$2000 in sales daily through being able to promote goods and services through customer service and rapport by communicating and multitasking with team to provide services to over 200+ customer daily.
- Build customer rapport through teamwork and collaboration through services that reflected positive feedback through google reviews and yelp with a 4.5+ rating

MR. WISH, Philadelphia, PA

April 2019 – January 2020

Barista

- Supervised an international franchise store through 2 locations by training team members and planning for daily operations serving customers
- Guided new team members with positive reinforcement and respectful, encouraging coaching that led to a positive work environment
- Coordinated and maintained supply levels in counter and customer areas to meet typical demand and sold over 200 cups in boba, generating around \$1,200 in sales.

SKILLS

Software: Microsoft Word, Excel, PowerPoint, Google Analytics, Salesforce

Languages: Intermediate Proficiency in Mandarin

Certifications: Google Analytics