

**Anna Nguyen**

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Philadelphia, PA / 19122

**EDUCATION**

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

***Bachelor of Business Administration***

**Graduation:** May 2027

**Major:** Management Information Systems / **GPA:** 3.85

**Awards:** Dean’s List – Fall 2023

**Relevant Courses:** Data and Analytics, Digital Systems

**ACTIVITIES**

**Member,** Temple Association for Information Systems

Fall 2023 – Present

**TECHNICAL SKILLS**

Data Analysis: Jupyter Notebook, Pandas, JSON

Web Development: HTML, CSS

Database Management: SQL, NoSQL

CRM Systems: Salesforce

**EXPERIENCE**

Starbucks, Souderton, PA

July 2021 – Present

***Barista and Trainer***

- Provided outstanding customer service by promptly addressing customer inquiries, resolving issues such as order discrepancies or delays, and creating a welcoming atmosphere, enhancing the overall customer experience and fostering a positive store environment.
- Trained 3+ new employees in store procedures and product preparation, ensuring they integrated efficiently into workflows and adhered to Starbucks' operational standards and company culture.
- Managed high-volume beverage and food preparation, ensuring adherence to the company’s quality standards and maintaining operational efficiency during peak hours.