

Antony Zheng

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EDUCATION

Temple University – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: December 2024

Major: Management Information Systems

ACTIVITIES

Communication Manager, Temple Esports

April 2020 - Present

EXPERIENCE

TEMPLE UNIVERSITY, Philadelphia, PA

April 2022 - Present

IT Help Desk Student Technician

Help Desk Technical Support Student Worker

- Resolved and diagnosed software, hardware, and connectivity issues while training clients on how to use software and hardware.
- Provided troubleshooting to resolve IT-related and application issues for students, alumni, employees, and faculties.
- Demonstrated understanding of different operating systems, Windows and Mac OS with experience working hands-on with PC's and laptops, and Mobile operating systems, iOS and Androids.

CVS PHARMACY, Philadelphia, PA

February 2021 – October 2021

Shift Supervisor

- Assured support with Middle Managers discussing weekly plans for a Top 5 Fortune healthcare company.
- Assigned responsibility to opening and closing with the confidence and entrustment from management for display of leadership and quality work.
- Trained new employees in customer service with positive feedback.
- Developed campaigns to promote Carepass and attained the highest in sales.

BONCHON CHICKEN, Philadelphia, PA

May 2018 - August 2018

Busboy/Runner

- Achieved a knowledge of South Korean-based international restaurant menu and the Korean word(s) associated with it.
- Collaborated with waiters in providing excellent food and beverage service to 200+ guests daily in a prompt and courteous manner.
- Coordinated order flow between wait staff and kitchen to increase order delivery efficiency.
- Monitored and maintained cleanliness and sanitation.

SKILLS

Administrative: Microsoft Office, Google Suite

Database Management: MySQL

Technical: JavaScript, HTML, CSS