

Adam Ha

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Upper Darby | PA | 19082 | 267-306-7407

EDUCATION

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: May 2025

Major: Management Information Systems | GPA: 3.61

DELAWARE COUNTY COMMUNITY COLLEGE – Media, PA

Associate of Science, Business Administration

Graduation: May 2023

ACTIVITIES

Member, Ascend Temple Student Chapter

September 2023 – Present

Member, Association of Information System

September 2023 – Present

TECHNICAL SKILLS

Software Development: Java, Visual studio, Salesforce

Database Management: SQL

Project Management: Microsoft Office, Excel, PowerPoint

EXPERIENCE

Tomo Sushi and Ramen, Philadelphia, PA

May 2022 – Present

Server

- Completed orders at a small date night sushi and ramen restaurant for over 130 customers daily satisfying customer needs.
- Provided seamless customer service by managing multiple tables simultaneously, taking orders, promptly delivering food and beverages ensuring a memorable dining experience for guest.
- Developed extensive knowledge of locally sourced ingredients to accurately answer customers questions.
- Processed different financial transactions on POS system.

Delaware County Community College, Media, PA

February 2021 - May 2022

Customer Service Representative

- Resolved customers inquiries, issues, and complaints efficiently, ensuring a positive experience and customer retention for Delaware County Community College.
- Effectively managed high call volumes, handling multiple inquires simultaneously while maintain call quality and resolution times.
- Utilized critical thinking skills to identify and resolve customer issues promptly, resulting in reduced escalations and increased first-call resolution.
- Collaborated effectively with team members to share best practices, improve overall team performance, and ensure a cohesive and supportive work environment.

SKILLS

Languages: Native proficiency, Vietnamese