1704 Forest Hills Drive | Hatfield | PA | 19440 | 267-640-8958

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EDUCATION

TEMPLE UNIVERSITY - Fox School of Business, Philadelphia, PA

Bachelor of Business Administration Graduation: May 2026

Major: Management Information Systems & Marketing | **GPA:** 3.72/4.00 **Dean's List:** Fall 2022 | Fox Honors Program | University Honors Program

Relevant Coursework: Web Application Development, Data & Analytics, Cloud Architecture

ACTIVITIES

Member/Mentor, Temple Association of Information Systems (AIS)

Member, Business Honors Student Association **Member**, American Marketing Association

August 2022 – Present September 2023 – Present

January 2023 – May 2023

INFORMATION TECHNOLOGY SKILLS:

Software/Web Development: JavaScript, HTML, Python

Database/Cloud Management: MySQL

Project Management: Microsoft Office (Word, PowerPoint, Excel), Google Workspace

EXPERIENCE

TARGET, North Wales, PA

November 2022 – Present

Guest Advocate

- Engage and effectively communicate with customers to build an inclusive guest experience and resolve all online order service inquiries.
- Processes and delivers 100+ orders daily while ensuring efficiency and accuracy standards to meet and exceed the store's KPIs and customer expectations.
- Assists guests with point-of-sales transactions at check-out lanes while proactively assessing customer needs.

GLOBAL PHILADELPHIA ASSOCIATION, Philadelphia, PA

May 2023 – August 2023

Marketing and Business Development Intern

- Increased overall social media engagement by 12% over a 3-month period and assisted in the development, implementation, and strategizing of content for online platforms.
- Researched, compiled, and processed sponsorship data using Excel to support public relations & marketing initiatives.
- Generated a year-to-date analytics report and assisted with the organization's campaigns using inbound marketing techniques including video creation, editing, and article writing.

CHERRY CONSULTING, Philadelphia, PA

February 2023 – May 2023

Student Consultant

- Collaborated and worked with a team of 10-15 student consultants to conduct and perform market research.
- Strategized various marketing tactics to rebrand the client's business on multiple social media platforms.
- Developed ideas with the utilization of Canva to enhance the digital appearance of the clients' online representation.

COMCAST SPECTACOR, Philadelphia, PA

October 2022 – March 2023

Flyers Marketing Promotions Assistant

- Executed marketing initiatives, including the communication of promotions during Flyer's home games.
- Coordinated with the marketing team to maintain concourse activations and assist with game day activity.
- Monitored crowds and inventory during home games while handling marketing promotion inquiries.

SKILLS & LANGUAGES:

Skills: HootSuite, Canva, Final Cut Pro (Video Editing)

Languages: Native Proficiency in Vietnamese **Interests:** Alpha Phi Omega, Travel, Photography