

Cayla G. Lee

cayla.lee@temple.edu

302 Hilltop Court | Warrington | PA | 18976 | 267-663-3271

EDUCATION

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: May 2025

Double Major: Marketing and Management Information Systems | Minor: Legal Studies |

GPA: 3.5

Selected Courses: Marketing Management, Leadership and Organization, Economics, Legal Environment of Business, Business Communications

ACTIVITIES

Student Leader, Yuong Sang Presbyterian Church

September 2015 – Present

EXPERIENCE

TEMPLE CENTER CITY CAMPUS, Philadelphia, PA

April 2022 – Present

Human Resources Assistant

- Conduct over the phone and in person services regarding class schedules, conference room reservations, account issues and verifications, general questions, and directions
- Create a manual to train new employees on company procedures and responsibilities as a human resource assistant
- Manage paperwork, customer concerns, and phone calls for colleagues
- Enhance workspace by establishing methods of organization, while being alert and aware of customers' needs
- Provide solutions for a more efficient workflow

BANANA REPUBLIC, North Wales, PA

August 2020 – July 2021

Sales Associate

- Delivered high quality customer service with a positive attitude, attention to detail, and by providing bilingual customer support
- Led as a top performer in sales, which was determined by weekly targets in loyalty sign-ups and brand card enrollments
- Marketed sales and promotions, policies, and security practices to customers to ensure customer loyalty and improve customer experiences
- Supervised and trained three new employees to ensure seamless onboarding process and improve sales performance
- Coordinated and implemented store reorganization to optimize customer flow and retention rate

SKILLS

Software: Microsoft Word, Excel, PowerPoint

Languages: Intermediate Korean, Basic Spanish