

Cynthia Hopes

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EDUCATION

Temple University – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

May 2027

Major: Management Information Systems | GPA: 3.5

Selected Courses: Digital Systems and Analytics, Statistical Business Analytics, Financial and Managerial Accounting

Honors/Awards: Deans list 2024, First Gen Merit *Usha Patel Endowed Scholarship*, *Conwell Academic Scholarship*

PROJECT EXPERIENCE

Case Program, KPMG

Jul 2025

Participant

- Selected for case competition focused on business analysis and strategic advisory for recreation club
- Analyzed financial feasibility, customer demand and long-term strategy for investment in facility expansion
- Delivered a data-informed presentation under strict time constraints, demonstrating strategic problem-solving, teamwork, and persuasive communication to KPMG professionals

WORK EXPERIENCE

Careers In Color (Temple Student Org.), Philadelphia, PA

Apr 2024– Present

President (promoted from Treasurer)

- Lead career development events for 150+ students of color, driving engagement and program growth by 10%
- Manage budgets in Excel to ensure financial transparency and successful execution of programs and initiatives
- Forge partnerships with top employers, creating 20+ mentor matches and boosting students' career exposure

Temple University Housing & Residential Life, Philadelphia, PA

Dec 2023 – Present

Customer Service Associate

- Assisted 500+ students and families with accurate, timely support for housing, meal plan, and billing inquiries
- Reduced missed calls to 1.7%, well below the 5–8% industry average, by answering 500+ calls and 500+ tickets
- Used enterprise platforms (TDX, Genesys PureCloud, BMC Helix) to triage requests and track workflows
- Delivered empathetic, solutions-oriented customer service in high-pressure situations, reinforcing trust between students, families, and the university

Ace Aquatics, Glen Burnie, MD

Jun 2022 – Sep 2023

Manager, Lifeguard & Pool Operator

- Led a 4-person lifeguard team, managing rotations and daily operations with 24/7 supervisor communication
- Oversaw pool operations and equipment, achieving 100% compliance in 3 consecutive safety audits
- Achieved zero major incidents by monitoring activities, enforcing policies, and quick response to emergencies

EXTRACURRICULAR EXPERIENCE

Member, Association for Information Systems (AIS)

Fall 2025– Present

Member, Fox African American Business Association (FAABA)

Fall 2023– Present

CERTIFICATIONS

ISACA certified information systems (CISA) Certification Prep, LinkedIn Learning

Aug 2025

SQL Essential Training, LinkedIn Learning

Aug 2025

Introduction to Generative AI with GPT, LinkedIn Learning

Apr 2025

SKILLS: Microsoft 360, PowerPoint, Excel, Python, Canva, SQL, Data Analytics

INTEREST: Volleyball, Hair Styling & Entrepreneurship, Student Mentorship & Tutoring