

Dior Alston

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EDUCATION

Temple University – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: May 2023

Major: Management Information Systems

Selected Courses: Digital Systems, Web Application Development, Data and Analytics

ACTIVITIES

Member, Association of Information Systems

August 2021 – Present

Member, National Association of Black Accountants

August 2022 – Present

EXPERIENCE

Subaru of America, Camden, NJ

Customer Experience Intern

June 2022 – August 2022

- Compiled and analyze data for Fortune 500 automobile manufacturing company
- Utilized Excel to determine customer advocacy trends to inform business processes
- Formatted data based on input and exported into various charts and graphs for executive use
- Completed research on external vendors and competitors to determine industry best practices
- Presented findings using PowerPoint; recommending implementation of contact resolution metrics to improve customer satisfaction

Toronto-Dominion Bank, Philadelphia, PA

February 2021 – May 2022

Banking Specialist

- Provide customer service for multi-national bank, supporting 50+ customers daily
- Communicate with customers regarding various online financial systems and service offering
- Collaborate with team of 20+ employees to address internal questions and customers issues
- Participate in development activities, including cross training to remain compliant with banking policies

SKILLS

Software: Microsoft Word, Excel, PowerPoint