

# Daniela K. Knipe

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## EDUCATION

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

*Bachelor of Business Administration*

Graduation: May 2024

Major: Management Information Systems | GPA: 3.1

Courses: Data and Analytics, Web Application Development, Data Science, Digital Systems, Statistical Business Analytics

## EXPERIENCE

BARNES AND NOBLE, Philadelphia, PA

September 2022 – Present

*Barista/Bookseller*

- Address customer service to 250+ residents and tourists daily for a large retail outlet bookseller
- Analyze and assist with product preparations in areas of food and beverage
- Recognize and offer help to customers and employees with urgency
- Create appealing displays to reflect on the community

RAINBOW SNOW AND ICE CREAM, Palmyra, PA

May 2018 – August 2022

*Supervisor (Seasonal)*

- Oversaw day-to-day operations while providing dessert orders to 150+ customers daily for a small ice cream shop
- Set goals in accordance with urgency to serve customers more efficiently
- Communicated with customers to obtain and deliver orders
- Performed inventory checks and restocked whenever needed
- Trained new employees to do prep work and create products

DUNKIN', Palmyra, PA

January 2021 – August 2021

*Shift Leader*

- Coached 15 team members to deliver a friendly and fast guest experience to 300+ guests daily at a coffee and donut chain quick-service restaurant
- Prepared array of drinks and beverages with respect to customer demands
- Monitored timer to keep with company standards
- Resolved customer issues on delivery

## TECHNICAL SKILLS

**Data Visualization:** Tableau

**Software Development:** JavaScript

**Web Development:** HTML

**Database Management:** SQL

**Project Management:** Microsoft Office

## SKILLS

Languages: Intermediate Proficiency in Spanish