

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2025
Major: Management Information Systems

COMMUNITY COLLEGE OF PHILADELPHIA, Philadelphia, PA
Associate of Arts, Graduation: August 2023

SELECTED COURSES:

Digital Systems, Operations Management, Financial Management, Business Communication, Data Science

ACTIVITIES AND AWARDS:

- **Member**, Association for Information Systems (AIS) September 2023 – Present

INFORMATION TECHNOLOGY SKILLS:

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

EXPERIENCE: USLI, Wayne, PA September 2023 – Present

Intern, Customer Distribution-Lead Generation

- Conduct online prospecting to identify and generate 50+ new leads daily for a commercial insurance company, serving small to mid-sized businesses.
- Cross-reference and import lead information into the ACT Database, ensuring accuracy and relevance.
- Track and report result for the lead generation team by creating Excel spreadsheets.

HOME DEPOT, Philadelphia, PA

April 2021 – October

Lead Customer Service Associate

- Supervised a team of 8 cashiers to ensure the quality of services and efficiency of storefront operations for a multinational home improvement retail store.
- Managed register and self-check-out kiosks systems by counting cash and coordinating with IT department teams to troubleshoot and resolve technical issues efficiently.
- Spearheaded credit card deals by motivating the team to increase promotion with customers, successfully exceeding personal and team weekly goals.
- Drove survey completion, effectively maintaining store ratings to attract customers and increase sales.
- Supported the team in processing returns and responding to customer complaints and inquiries, consistently achieving win-win outcomes for the customer and store.

SKILLS & LANGUAGES:

- **Languages:** Fluent on Hindi, Native proficiency in Gujarati