

EDUCATION:

Temple University – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: May 2024

Major: Management Information Systems | Minor: Business Analytics | GPA: 3.65

Activities: Member of Association for Information Systems

Awards: Dean's List, 2024 Professional and Academic Achievement Award

TECHNICAL SKILLS:

Data Analysis: Microsoft Excel, Tableau, SPSS Statistics, R/RStudio

Software and Tools: Salesforce, Figma, WordPress, Amazon Web Services, Google Cloud Platform, Linux, Metasploit

Web Development: JavaScript, HTML, CSS, jQuery, Bootstrap, Node.js

Database Management: SQL, NoSQL, MongoDB, Jupyter Notebook

Project Management: Microsoft Office, Microsoft Word, Notion

Certifications: Google Analytics Certification, Certified Information Systems Auditor (In Progress)

EXPERIENCE:

Grandma's Philly, Philadelphia, PA

January 2024 – Present

Hostess

- Efficiently managed guest reservations, seating arrangements, and waitlist, optimizing table turnover and minimizing wait times
- Coordinated with restaurant staff to ensure an exceptional dining experience for up to 150+ guests daily
- Responded promptly to guest inquiries, concerns, and special requests

The Risk Management Association, Philadelphia, PA

June 2023 – August 2023

Data Analysis Intern, Professional Development

- Analyzed and processed qualitative and quantitative data to create models, reports, and dashboards in Tableau
- Developed an in-depth course cancellation report to support operational decision-making
- Recommended KPIs and performance measures to assess the impact of learning activities
- Implemented best practices for learner data collection, aggregation, normalization, and analysis

Temple University, Philadelphia, PA

January 2023 – May 2023

Information Technology Assistant, Fox School of Business

- Provided technological support and academic assistance to 85 students
- Evaluated activities and assignments related to JavaScript and Salesforce based on completeness and accuracy
- Assisted in the development of instructional material to enhance learning
- Conducted office hours and hosted weekly virtual coding helpdesks

Starbucks, Chambersburg, PA

October 2020 – July 2022

Barista

- Delivered exceptional customer service to 300+ patrons daily in a high-volume café, specializing in hand-crafted beverages and food
- Managed point-of-sale systems, processing cash, credit, and app transactions averaging \$5,000+ per day
- Maintained efficient drive-thru operations during peak hours, servicing up to 50 cars per hour

Rice & Pho, Shippensburg, PA

September 2019 – September 2020

Head Waitress

- Provided attentive customer service to 50+ daily diners
- Operated point-of-sale systems, handling cash and credit transactions averaging \$200+ daily
- Ensured timely delivery of dishes to customers, with an average wait time under 15 minutes
- Elevated the restaurant's digital presence, gaining 100+ followers and generating 1,000+ impressions through strategic social media advertising on Instagram and Facebook