

Grace R. Laggan

grace.laggan@temple.edu

1603 W Diamond Street, Unit 3 | Philadelphia | PA | 19121 | 267.288.3081

EDUCATION:

TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

Bachelor of Business Administration, Graduation: May 2020

Major: Management Information Systems; Minor: Business Analytics

GPA: 3.68 | Fox School Business Honors Program | University Honors Program

Dean's List: Fall 2016, Fall 2017, Spring 2018 | Study Abroad: Temple University Rome, Spring 2018

AWARDS & ACTIVITIES:

- Treasurer and Member, Temple Women's Club Volleyball Team Fall 2016 – Present
 - Required to manage and organize all fundraised money, collect dues, and create budget for tournaments and travel, including travel to national competition in Denver, CO
- Recipient, Temple University Presidential Scholar Fall 2016 - Present
- Recipient, Pentair Scholarship Fund Award Fall 2016 - Present
- Member, Student Grievance Committee Fall 2017 - Present
- Member, Association for Information Systems Fall 2016 - Present

EXPERIENCE:

COMCAST NBCU, Philadelphia, PA

June 2019 - August 2019

Intern, Digital Strategy and Analytics, Xfinity Digital

- Lead team who coordinated a Pulse Insights survey to improve customer online troubleshooting software.
- Lead implementation of agile across team, including creating intake process for analytics requests, creating project tracking tool in Smartsheet, and promoting adoption of agile methodology.
- Completed analytics projects using Adobe Analytics to advise digital strategy, strategic roadmap and budget.

OFFICE OF THE DEAN, Fox School of Business, Temple University

November 2016 - Present

Student Assistant to the Dean

- Coordinate the calendar and the email account of the Dean of the Fox School, who has daily meetings and receives over 100 emails per day.
- Update and manage the Dean's database, of over 1500 contacts, using Microsoft Access.
- Assist in planning and facilitating over 30 events yearly, involving faculty, alumni and students.
- Provide administrative support to other departments within the office for projects involving data collection, analysis and research.

MERCK & CO., INC., Branchburg, NJ

June 2018 - August 2018

IT Intern, Emerging Talent Program, Global Service Functions

- Completed Data Analytics projects for Internal Communications team, and created guidelines for Internal Communications postings to increase company news readership by 100%.
- Improved facilities management software by using analytics and visualizations to identify broken monitoring equipment.
- Created training video for Visitor Registration Software, optimized client Visitor Registration site functions, optimized data collection process.

LANGUAGES & SKILLS:

- JavaScript, HTML, CSS, SQL, R, Python
- Adobe Analytics, Tableau, Spotfire
- Microsoft Suite
- Spanish – Conversational