

HASNA RAHMAN

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EDUCATION

Temple University – Fox School of Business, Philadelphia, PA

May 2026

Bachelor of Business Administration

Major: Management Information Systems

EXPERIENCE

Apple, Willow Grove, PA

Aug 2024 – Jan 2025

Sales Specialist

- Engaged with customers in a fast-paced retail environment to understand their needs and recommend suitable Apple products and services; part of a global tech company serving millions worldwide
- Resolved technical issues on devices, reducing Genius Bar wait times
- Assisted customers with basic troubleshooting and provided technical support to resolve issues efficiently
- Maintained a 95%+ customer satisfaction score measured through post-purchase surveys

Wegmans, Lansdale, PA

Oct 2022 - Jan 2023

Cashier

- Operated point-of-sale system to process cash, check, and credit card transactions with a high level of accuracy at a nationally recognized grocery chain known for customer service
- Assisted customers with purchases, product locations, and questions to ensure a positive and efficient shopping experience
- Fostered customer relationships by providing friendly service and encouraging return visits

PROJECTS

Web Application Development Project – Front End

May 2025

- Built a multi-page website using HTML, CSS, JavaScript, jQuery, and Bootstrap with an interactive cost calculator to improve user engagement

Cloud Architecture Project – AWS

Nov 2025

- Built a secure cloud network, security groups, and RDS instance for a Toll Calculator prototype in MIS 3406
- Designed for 24/7 reliability, auto-scaling, and cost efficiency using AWS best practices

TECHNICAL SKILLS

- **Languages/Tools:** HTML, CSS, JavaScript, jQuery, SQL, Salesforce
- **Applications:** Microsoft Excel, PowerPoint, Word, Google Workspace
- **Design Tools:** Adobe Illustrator, Canva, Figma
- **Web Development:** Responsive Design, Usability Testing, Bootstrap
- **Soft Skills:** Communication, Teamwork, Problem-Solving

LEADERSHIP & INVOLVEMENT

Rewriting the Code (RTC) — Member

Sep 2025 - Present

Global community for women in tech offering career development programs and networking