

IAN ARCEO

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2022
Major: Management Information Systems

SELECTED COURSES:

Intro to Academics in Computer Science	Data and Analytics
Intro to Problem Solving and Programming	Web Application Development
Information Systems in Organizations	Cloud Architecture

ACTIVITIES AND AWARDS:

- Member, Association for Management Information Systems, 2020 – present
- Member, Temple University Philippine American Council, 2018 - present

INFORMATION TECHNOLOGY SKILLS:

Software Development:	Python, JavaScript
Web Development:	HTML

EXPERIENCE: CAFE SOHO, Cheltenham, PA July 2019 – present
Assistant Manager

- Oversee store operations and manage the staff's productivity by regularly communicating with the staff and encouraging high performance.
- Keep tabs on about 35 to 40 kitchen and phone orders quickly coming in and out and ensuring food quality and safety is up to standards.
- Provide customer service and guaranteeing customer satisfaction by paying attention to customer's needs and respectfully resolve customer complaints.
- Make sure the staffs teamwork is efficient and ensure the workflow is going smoothly by regularly checking in on employees and making sure they have completed their responsibilities.

DUNKIN' DONUTS, Philadelphia, PA December 2017 - July 2018

Crew Member

- Prepare hot drinks, iced drinks, and breakfast sandwiches for the customers at their request.
- Welcomed about 50 to 100 customers a day, took about 100 to 150 orders a day, and provided services that the customer needed.
- Engaged and assisted new employees to learn the skills needed to better enhance the flow of the work environment.

VOLUNTEERING:

Temple University Philippine American Council - Rocky Run - 2018

- Organized medals before run and distributed the medals to the participants after they have finished.

SKILLS:

- ServSafe Manager Certification, August 2020
- Microsoft Word, Excel, and Powerpoint