

EDUCATION

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Expected graduation: December 2025

Major: Management Information Systems | GPA: 3.38

Awards: Dean's List - Fall 2022

Selected Courses: Business Communications, Financial Management, Web Application Development, Data and Analytics, Operations Management

EXPERIENCE

TEMPLE UNIVERSITY, Philadelphia, PA

September 2023 – Present

Technical Student Worker, *Technology Support Center*

- Diagnose and resolve hardware and software issues, including troubleshooting network connectivity, printer problems, and software installation, supporting university students, faculty, and staff in-person and over the phone.
- Manage accurate records of help desk requests, tracking issues to resolution using a ticketing system and ensuring efficient follow-up.
- Collaborate with other IT departments to escalate complex technical issues and ensure timely resolution, minimizing downtime for users.

PANERA, Media, PA

May 2023 – August 2023

Associate

- Deliver exceptional customer service by promptly greeting and assisting a large volume of customers, preparing dozens of orders each hour, and providing product recommendations.
- Prepare food items according to Panera Bread's standards, ensuring quality and consistency.
- Adapt to fast-paced environments and efficiently handle high-volume orders during peak hours.

WOLFF'S APPLE HOUSE, Media, PA

August 2020 – August 2022

Associate

- Played a pivotal role as a cashier at a family-owned produce and plant store catering to a community of over 20,000 residents, ensuring impeccable accuracy in cash register operations while delivering exceptional customer service.
- Sorted and organized fresh produce to curate high-quality displays, ensuring items were well-stocked, fresh, and visually appealing to customers.
- Answered customer inquiries in person and over the phone regarding product availability, pricing, and plant care, demonstrating in-depth knowledge of the store's inventory.
- Collaborated with colleagues to create eye-catching displays and seasonal promotions, enhancing the store's overall visual appeal and attracting more customers.

ACTIVITIES

Worship Team, Blue Route Vineyard Church

December 2021 – Present

A/V Team, Blue Route Vineyard Church

December 2021 – Present

SKILLS

Software: Microsoft Word, Excel, PowerPoint, Tableau, Salesforce, JavaScript, HTML, CSS, SQL, Python, Active Directory, Information Technology Support and Troubleshooting