

KAREN GAO

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2021
Dual Major: Management Information Systems | Risk Management and Insurance
Major GPA: 3.84 | Overall GPA: 3.3

ACTIVITIES:

- Member, Association for Information Systems, Fall 2018 – present
- Director of Career Development, Gamma Iota Sigma, Fall 2020 – present
- Member, Gamma Iota Sigma, Spring 2020 – present
- Participant, Alexion Data Analytics Challenge, Fall 2019

INFORMATION TECHNOLOGY SKILLS:

Data Visualization:	Piktochart, RStudio, Tableau Workbench, Tableau Prep
Database Management:	MySQL, NoSQL, Salesforce
Web Development:	CSS, HTML, JavaScript, JQuery, WordPress

EXPERIENCE:

FOX SCHOOL OF BUSINESS, Philadelphia May 2020–Present
Digital Consultant, Institute for Business and Information Technology (IBIT)

- Provided consultation to local small businesses impacted by COVID-19 by aiding in the digitalization of business processes and creating digital solutions
- Aided in business transitions from physical to cyber by creating and updating websites to help businesses improve market outreach and enable e-commerce
- Consulted with clients to determine business needs, and make adjustments based on biweekly follow-ups

FOX SCHOOL OF BUSINESS, Philadelphia PA September 2019–December 2019
Informational Technology Assistant

- Conduct evaluation of assignments and communicate student performance with professors
- Utilize current knowledge of data analytics to create forensic files for students to utilize in lab settings
- Assist professors with managing 120+ students by grading in-class activities, responses and assignments

UMAMI ASIAN BISTRO LLC, Exton, PA August 2015–Present
Shift Manager

- Oversee operations in the front and back of house in a 60-seat, casual dining restaurant to ensure compliance with restaurant policies to maintain a gross revenue of up to \$10,000
- Manage social media presence to improve customer relations and develop customer outreach strategies that increase post views to over 20,000
- Built and bettered leadership abilities and customer relation skills; and promoted from cashier to manager

SKILLS:

- Microsoft Office
- Mandarin – intermediate