

Laura M. Carpenter

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Springfield / PA / 19064

EDUCATION

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: May 2026

Major: Management Information Systems | GPA: 3.81

Awards: FSBM Endowed Scholarship, Dean's List: Spring 2023

Selected Courses: Financial and Managerial Accounting, Digital Systems

ACTIVITIES

Member, Night Owls Community Band

January 2023 – Present

Member, Students for Life

January 2023 – Present

EXPERIENCE

Rita's Italian Ice, Drexel Hill, PA

July 2019 – Present

Assistant Manager

- Oversee daily store operations for a national quick service restaurant chain specializing in desserts.
- Address any concerns and answer questions for 100+ customers in a typical shift, to ensure a positive customer experience.
- Manage the setup and closing of cash drawers containing around \$700, coordinate opening and closing, while recording and maintaining inventory.
- Trained and instructed 6 new hires on company policies, sanitation, and health department regulations.

The Balloon Girls Philly, Philadelphia, PA

October 2022 – Present

Staff

- Design and create balloon arrangements for small party supply business for graduations, proms, and Temple University events.
- Collaborated with supervisor and discussed ideas regarding necessary materials to execute the customer's wants and needs.
- Travel around Eastern Pennsylvania to satisfy clients' demands.
- Design arrangements using customer reference images from clients to provide a positive customer experience.

ARCHMERE ACADEMY, Claymont, DE

February 2022 – February 2023

Performer

- Performed 14 shows for a theatre program at a prestigious academy with 500+ enrolled students.
- Collaborated with other professional musicians in shaping an instrumental soundtrack for a musical theatre performance.
- Practiced and performed given books on both clarinet and bass clarinet.

SKILLS

Software: Microsoft Word, Excel, PowerPoint, Salesforce, JavaScript, HTML

Languages: Basic Proficiency in Spanish

Certifications: Google Analytics