

Laura M. Carpenter

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EDUCATION

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: May 2026

Major: Management Information Systems | GPA: 3.81

Honors: University Honors Program, Fox Honors Program

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

Selected Courses: Financial and Managerial Accounting, Web Application Development, Data and Analytics, Marketing Management

ACTIVITIES

Member, Association for Information Systems

January 2024 – Present

Member, Night Owls Community Band

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
- Train and instruct six 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 a small party supply business for graduations, proms, and Temple University events
- Collaborated with supervisor and discussed ideas regarding necessary materials to execute the customers' 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

Professional 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

Technical Skills: Microsoft Word, Excel, PowerPoint, Salesforce, JavaScript, HTML, MySQL, Python

Languages: Basic Proficiency in Spanish

Certifications: Google Analytics