**Latifat O. Durosinmi** latifat.durosinmi@temple.edu

*Philadelphia ǀ PA ǀ 19125 ǀ 267-226-1166*

# EDUCATION

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

*Bachelor of Business Administration: Management and Information Systems*  Graduation*:* May 2025

MONTGOMERY COUNTY COMMUNITY COLLEGE – Bluebell. PA

*Associates in Arts: Liberal Arts* Graduation: May 2022
 Awards**:** Minority Student Mentoring Initiative Scholarship

ACTIVITIES

* Member, Association for Management Information Systems September 2022 - Present

#  EXPERIENCE

# TEMPLE UNIVERSITY, Philadelphia, Pennsylvania November 2022 - Present

**Call Centre Agent, Temple Student Financial Services**

* Summarizing customer’s issues and creating tickets to be assigned to financial advisors.
* Handling customer complaints by providing useful information on how to solve them over the phone.
* Directing callers through the website and informing them on how to make payments.

ARAMARK VIA INSTAWORK, Philadelphia, Pennsylvania August 2021 - Present

**Food Service Worker, The Phillies, Lincoln Financial Centre, Wells Fargo**

* Assist with coordination and operation of business, create production sheets, record, and organize data.
* Collaborate with other personnel to plan menus, serving arrangements, and related details.

AMAZON*,* Philadelphia, Pennsylvania August 2019 - June 2020

**Problem Solver, Amazon Distribution Centre**

* Identify, investigate, and correct shipment errors using Kick Out, Optimized Outbound Problem Solve (OOPS), and Putty tools to ensure that customer orders are delivered.
* Coach associates following Amazon’s standards of safety and quality.
* Assist department operations, training associates and SOP compliance.

GIANT FOOD STORES*,* Philadelphia, Pennsylvania July 2017 - July 2019

**Customer Service Associate, Giant Market**

* Maintained friendly, outgoing personality to promote positive work environment and build customer loyalty.
* Received calls for customer inquiries professionally and provided solutions to customer complaints.
* Calculated pricing, scanned tags, applied discounts, collected payments, and offered receipts to process transactions.

# VOLUNTEER EXPERIENCE

**Covenant House of Pennsylvania ǀ** *Voluntee*r **ǀ** Philadelphia, PADecember 2019 - Present

* Assists in creating a safe and supportive environment for homeless shelter youths by welcoming youths into the program.
* Assists in cleaning and sanitizing common areas to foster a clean-living environment for residents.

SKILLS

* Proficient in Salesforce, MySQL Workbench, PowerPoint, Microsoft Excel, Word
* Familiar with JavaScript, HTML, Mongo DB

**\**References available request***