

## EDUCATION

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### Temple University

#### Philadelphia, PA

*Bachelor of Science in Management Information Systems (Expected graduation May 2023)*

### West Chester University

#### West Chester, PA

*Bachelor of Science in Finance*

- Cumulative GPA: 3.7

## WORK EXPERIENCE

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### TARGET *Exton, PA*

**October 2020 – Present**

#### *Fulfillment Expert*

- Actively staying informed on department sales trends, inventory management, and process efficiency and improvement
- Supporting team in performing daily and weekly goals alongside boosting production goals
- Properly prepare, pack, and sort guest orders for shipment using correct materials in a timely manner
- Anticipating guest needs by being highly knowledgeable in the inventory to ensure an effortless experience
- Leverage appropriate escalation tools to solve process and/or guest issues, in which has resulted in customer satisfaction

### CVS PHARMACY *Exton, Pa*

**October 2019 – October 2020**

#### *Sales Associate/Front-End*

- Stocked and replenished merchandise according to store merchandising layouts
- Operated a cash register for cash, check, and credit card transactions
- Priced merchandise, stocked shelves, and took inventory of supplies
- Alerted customers to upcoming sales events and promotions
- Handled all customer relations issues in a gracious manner and in accordance with company policies

### WEGMANS *Downingtown, PA*

**April 2017 –September 2019**

#### *Cashier/Front-End*

- Received payment by cash, check, credit cards, vouchers, or automatic debits
- Assisted customers by providing information and resolving their complaints
- Established or identified prices of goods, cash registers, or optical price scanners
- Maintained clean and orderly checkout areas and complete other general cleaning duties, such as emptying trash cans
- Monitored checkout stations to ensure that they have adequate cash available and that they are staffed appropriately

### WYOMING ELECTONICS, INC. *Downingtown, PA*

**June 2015 – August 2017**

#### *Assistant/Advertiser*

- Proactively created ways to streamline managers' efforts and created better internal and external information flow
- Performed production duties such as manual lifting, packaging, taping, labeling, and sorting
- Ensured inventory control needs are consistently met by improving and developing inventory management process and procedures

## ACTIVITIES

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**Volunteer,** East Ward Elementary School's Intramural Program

October 2015 – March 2019

**Committee Member,** West Chester University Men's Ultimate Frisbee Club

September 2019 – March 2020

**Committee Member,** West Chester University Fishing Club

September 2019 – March 2020

**Committee Member,** Temple University Finance Association

August 2021 – Present

**Committee Member,** Temple University Association for Information Systems

August 2021– Present

## SKILLS

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**Software:** Microsoft Word, Excel, PowerPoint, Salesforce, Java

**Languages:** Native proficiency in Arabic, Basic proficiency in German