

Michelle Mathew

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EDUCATION

Temple University

Bachelor's of Business Administration in Management Information Systems

Minor in UX & UI Design

Expected Graduation: May 2027

GPA: 3.57

Honors: Temple University Honors Program, Fox Honors Program

Awards: Goldfield Honors Scholar, Howard Gittis Endowed Scholar

Coursework: Statistics, Data and Analytics, Data Science, Web Application Development

EXPERIENCE

Technology Consultant | TECH Center

May 2025 – Present

- Provide technical support for printers, desktops, and other devices while collaborating with a team daily; resolved issues with about 50 devices per week, including printing and troubleshooting issues.
- Support numerous laptop and SD card transactions and returns to facilitate smooth operations.

Director of Mentorship | Association for Information Systems

April 2025 – Present

- Coordinate semesterly mentor-mentee pairings, including reaching out to alumni to strengthen students' networks and enhance program participation.
- Organize and create new events for mentor and mentee to help create a lasting relationship and assign three deliverables for each pair to complete before the deadline.

Pharmacy Technician | CVS Pharmacy

August 2023 – January 2025

- Collaborated with a team of technicians to provide support for the Pharmacist in order for customers to receive their medication efficiently and in proper form.
- Delivered telephone support to patients and advised them on any questions or concerns; processed medical insurance claims, including Medicare and Medicaid, to maximize patient savings.

TECHNICAL PROJECTS

Project Member | Data Analysis Project

April 2025

- Analyzed crime trends in Philadelphia (2019-2024) using statistical and geographic information to assess the impact of COVID-19 on crime rates.
- Collected and visualized police dispatch data to compare crime rates across neighborhoods, revealing higher crime concentration in central and western areas than the wealthier areas.

International Paper | Student Chapter Leadership Conference

January 2025 – March 2025

- Developed a prototype for an AI-driven analytics platform to detect biofilm in the paper industry's water sources.
- Researched machine learning, sensor data and technology to track movement, spread rate, and growth rate of biofilm in real time and designed a wireframe to show the blueprint of the AI prototype using Canva.

Project Team Consultant | Total Life

January 2024 – May 2024

- Collaborated with the CEO and HR representative to analyze recruitment trends, identifying onboarding challenges and compiling solutions to improve retention and optimize the process.
- Developed and presented a comprehensive synopsis of solutions to improve student retention rates, including insights from faculty surveys, university representation, and diverse demographic needs.

TECHNICAL SKILLS

Languages: HTML/CSS, Javascript

Certificates: Introduction to Artificial Intelligence, Google Analytics

Data Analytics: Tableau, Microsoft Office Applications

AFFILIATIONS

Association for Information Systems, Business Honors Student Association