Mai Shmilovitch

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EDUCATION

Temple University – Fox School of Business | GPA: 3.81   Philadelphia, PA
Bachelor of Business Administration | Major: **Management Information Systems**   Graduation: December 2025

Community College of Philadelphia | GPA: 4.0   Philadelphia, PA
Associates of Arts, Business Administration | Major: **International Business**   Graduation: May 2023

PROFESSIONAL EXPERIENCE

Information Security Intern - Risk Management | *Cencora* | Conshohocken, PA   June 2025 - Present
- Developed Red Team Standard Operating Procedure (SOP) for tracking, reporting, and escalating findings, including RACI charts and remediation workflows.
- Improve data quality and ownership across internal risk management platforms; consolidate information for VP-level status updates.
- Participate in daily stand-ups, weekly risk sessions, and facilitated cross-functional security interviews.

Restaurant Server | *Cray Taste* | Philadelphia, PA   September 2021 – June 2025
- Managed a high-volume section in a soul-food restaurant, serving diverse clientele in Olde City, Philadelphia.
- Delivered efficient and friendly customer service in a fast-paced environment.
- Maintained compliance with food safety and sanitation standards.

Catering Server | *Leslie Rosen Catering* | Bryn Mawr, PA   August 2020 – September 2022
- Catered multi-course events ranging from intimate gatherings to 200 guests, ensuring quality service across diverse functions.
- Assisted with plating, serving, and ensuring guest satisfaction.
- Adapted to long shifts with continuous movement while maintaining service quality.

Café Server, Barista, Cashier | *Café Ole* | Huntingdon Valley, PA   September 2017 – August 2019
- Performed multiple front-of-house roles to ensure smooth daily operations.
- Trained and supported new staff to improve team efficiency.
- Provided quality customer service in high-volume café setting.

LEADERSHIP & PROFESSIONAL DEVELOPMENT

Information Technology Assistant | *Temple MIS Department* | Philadelphia, PA   August 2025 - Present
- Educate and support 40+ students on data-driven projects using MySQL, Python, and association rules, enhancing their analytical and problem-solving skills.
- Streamline communication by distributing announcements and course updates to students, ensuring clarity and timely guidance.
- Collaborate with the professor in evaluating assignments, exams, and providing feedback on student performance.

Peer Tutor - MIS Courses (Knack*)* | *Temple University* | Philadelphia, PA   February 2025 - Present
- Eligible to tutor all MIS courses, with primary focus on Data & Analytics and Web Application Development.
- Deliver one-on-one and group sessions in MySQL, Python, and JavaScript, simplifying technical concepts to improve student comprehension, assignment performance, and exam readiness.
- Provide academic coaching to build student confidence and long-term success in coursework.

SKILLS

Software: Microsoft Excel, Word, PowerPoint, Tableau, MySQL, JavaScript, Python, HTML, CSS, Node.js, AWS (basic), Risk Management Platforms (Fusion Framework System, Salesforce)
Languages: Basic Proficiency in Spanish, Advanced Proficiency in Hebrew