

## EDUCATION

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

*Bachelor of Business Administration*

Graduation: May 2025

Major: Management Information Systems | Major GPA: 3.5

Awards: Information Sciences Scholarship, Diamond Scholarship, 2021- 2022 AIS Member of the Year, 1<sup>st</sup> Place- FedEx Latin America Customer Satisfaction Analytics Challenge

Selected Courses: Data Science, Digital Systems, Data and Analytics, Web Application Development

## EXPERIENCE

AMERISOURCEBERGEN, Remote, PA

June 2023 – Present

### *Information Technology Intern*

- Conducted thorough walkthroughs of business and IT processes, meticulously documenting the procedures to ensure streamlined operations and compliance
- Specialized in testing scenarios within SAP, specifically focusing on order management team functionalities, ensuring smooth and error-free operations
- Collaborated with cross-functional teams to implement best practices and optimize business processes, resulting in increased efficiency and enhanced customer satisfaction

TEMPLE UNIVERSITY - COLLEGE OF PUBLIC HEALTH, Philadelphia, PA

March 2022 – Present

### *Technical Support- Student Worker*

- Provide high-quality customer-centric technical support to locations on Main and HSC campuses
- Provide services including setting up new computers, installing printers, reinstalling operating systems, drivers, and software, and assisting with the cleanup of clients' computers
- Utilize a ticket tracking system to perform on-site service calls on a first-come-first-serve basis

ORASURE TECHNOLOGIES, Bethlehem, PA

May 2022 – August 2022

### *Information Systems Technician Intern*

- Investigated support and resolved software and hardware requests of users as received through the help desk for a national medical device company
- Resolved 17% of tickets logged through the company's issue management system
- Performed daily audits ensuring corporate-wide printers were updated and installed through a print server environment
- Rehabilitated inventory through Microsoft Asset Manager to ensure the accuracy of corporate-wide machines

## ACTIVITIES

**Member**, Temple Wrestling Club

November 2022 – Present

**Chair of Scholarship**, Association for Information Systems

June 2022 – Present

**Active Member**, Association for Information Systems

August 2021– Present

**Market Research Consultant**, Temple Consulting Club

August 2021 – January 2022

## TECHNICAL SKILLS

**Programming Language:** JavaScript, HTML, CSS

**Database Management:** MySQL, Vertabelo, Tableau, MongoDB

**Project Management:** Office 365 Suite, Salesforce, Jira

**Backend Systems:** Microsoft SharePoint, Microsoft Exchange, Microsoft Remote Server Administration Tools, SAP

## PROJECT EXPERIENCE

*FedEx Latin America Customer Satisfaction Analytics Challenge, AIS*

February 2023- March 2023

- Awarded first place amongst undergraduate and graduate teams in a case competition examining B2B transactions to uncover Challenges in customer satisfaction
- Performed analysis on structured and unstructured data, through frequency analysis, web scraping, sentiment analysis, and Tableau visualizations