

**EDUCATION**

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

*Bachelor of Business Administration*

Graduation: May 2025

Major: Management Information Systems | GPA: 3.1 | Major GPA: 3.4

Awards: 1<sup>st</sup> Place- FedEx Latin America Customer Satisfaction Analytics Challenge, MIS 3502 Spring 2024 1<sup>st</sup> Place

Honors: Dean’s List: Spring 2024

**EXPERIENCE**

RSM US LLP, Mclean, VA

June 2024 – August 2024

***Dynamics 365 Business Central Delivery Consulting Intern***

- Performed advanced personalization and customizations within D365 BC environments, including executing UAT test scripts, authoring detailed BRDs, and conducting comprehensive field mappings while demonstrating proficiency in dimension creation and managing complex data migrations from UAT to PROD.
- Collaborated with diverse industries, utilizing deep expertise with third-party applications like Continia to deliver highly tailored solutions and ensure seamless system integration and functionality.
- Expanded technical acumen through intensive Power BI training, enhancing data visualization and analytics capabilities to support data-driven decision-making.

AMERISOURCEBERGEN, Remote, PA

June 2023 – May 2024

***Business Solutions Analyst 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, increasing efficiency and enhancing customer satisfaction.

TEMPLE UNIVERSITY - COLLEGE OF PUBLIC HEALTH, Philadelphia, PA

March 2022 – Present

***Technical Support- Student Worker***

- Delivered high-quality, customer-centric technical support to locations on Main and HSC campuses, ensuring optimal user satisfaction and efficient troubleshooting.
- Executed comprehensive IT services, including provisioning new computers, configuring and installing network printers, reinstalling operating systems, drivers, and software, and performing system cleanups and optimizations.
- Utilized a ticket tracking system to manage on-site service calls on a first-come, first-served basis

**ACTIVITIES**

**PRO Ambassador**, Management Information Systems Department

May 2024 – Present

**Student Research Assistant**, Institute for Business and Information Technology

March 2024 – Present

**Director of Community Engagement**, Association of Information Systems

January 2024 – May 2024

**ITA**, Turning Numbers into Knowledge: Visualizing Data

January 2024 – Present

**TECHNICAL SKILLS**

**Programming Languages:** Python, JavaScript, HTML, CSS, jQuery

**Database Management:** SQL, NoSQL (MongoDB), Vertabelo, Salesforce, Pandas, Jupyter Notebook, Tableau, Power BI

**Project Management:** Microsoft Word, PowerPoint, Excel, Figma

**ERP Systems:** SAP, Microsoft Dynamics 365 Business Central

**PROJECT EXPERIENCE**

***Emotion Insight, MIS 3502: Web Service Programming***

March 2024- May 2024

- Integrated multiple APIs, including the OpenAI Text to Speech API, into a web application designed to enhance digital accessibility for users with disabilities
- Implemented real-time emotional recognition and audio feedback features, enhancing educational tools for children with Autism Spectrum Disorder and visual impairments.