

EDUCATION

Temple University – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: May 2026

Major: Management Information Systems | GPA: 3.4

ACTIVITIES

Member, Association for Information Systems

January 2024 – Present

EXPERIENCE

Trenton Thunder, Trenton, NJ

June 2024 – August 2024

Gameday Employee

- Monitored crowd flow and adapted to various roles as needed for MLB Draft League ballpark.
- Collaborated with ushers and coworkers to ensure fans' safety due to foul balls.
- Ensured player safety by actively observing and addressing fan activity near the field.
- Communicated with patrons and addressed various questions on venue amenities and directions.

TreeTrails Adventures, Trevese, PA

June 2023 – August 2023

Host

- Provided front-desk customer service at outdoor adventure park serving 150+ customers daily.
- Communicated with customers to schedule park visits and coordinate birthday parties
- Assisted with financial operations by counting registers during office opening and closing.

Park Monitor

May 2023 – June 2023

- Provided detailed demonstration on safety and usage of zipline equipment to all customers.
- Assisted customers with harness fitting and secure attachment of equipment, adhering to safety protocols.
- Managed customer check-ins for appointments and coordinated scheduling for large groups.

Walmart, Levittown, PA

May 2022 – August 2022

Customer Service Associate, Retail Department

- Provided customer service at high-volume retail store serving 500+ customers daily.
- Collaborated with coworkers to organize and restock merchandise based on inventory needs.
- Communicated with customers to answer inquiries, provide recommendations, and assist with locating merchandise.

Sesame Place, Langhorne, PA

June 2020 – December 2020

Server & Buser, Culinary Department

- Provided customer service to 50+ customers per shift for youth entertainment company.
- Performed janitorial duties such as cleaning dishes, tables, and floors, ensuring sanitized environment.
- Communicated with customers on menu orders; ensuring adherence to allergy and dietary restrictions.

PROJECT EXPERIENCE

Salesforce CRM Program, Introduction to Digital System

January 2024 – May 2024

- Completed 7-week assignment to develop Salesforce instance and input investor data to optimize CRM program.

Python Data Analysis, Data and Analytics

August 2024 – December 2024

- Completed 4-week assignment analyzing and writing Python to optimize data analysis.

SKILLS

Software: Microsoft Word, Excel, PowerPoint

Technical Languages: Basic proficiency in Python, HTML, SQL, CSL

Languages: Basic Proficiency in Spanish

Certifications: Level 1 Practitioner from the Association for Challenge Course Technology