

# NISHAT SALMA

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## SUMMARY

Ambitious MIS Student seeking opportunities to pursue internship employment within field while completing degree during non-scheduled hours. Will tackle new challenges with a positive attitude and find opportunities to contribute while learning and advancing company objectives. A diligent worker who has held steady, full-time employment while attending, and academically succeeding in college. Have demonstrated a proven ability to give excellent internal and external customer service in person, on the phone, and by email.

### CORE COMPETENCIES

EFFECTIVE COMMUNICATOR | RESPONSIBLE AND AMBITIOUS | ANALYTICAL THINKER | INFOR XA  
TACTFUL PROBLEM-SOLVER | SERVICE-ORIENTED | EXCELLENT SOCIAL PERCEPTION & CUSTOMER SERVICE  
EXACTING W/ DETAILS | TECHNICALLY PROFICIENT IN MICROSOFT OFFICE, WORD, EXCEL | SALESFORCE

## WORK EXPERIENCE

ITW Simco-Ion, Hatfield, PA

9/2023 – PRESENT

### *Customer Service Representative*

- Process order entries and cancellations and any other Sales and customer needs daily via Infor XA and Salesforce
- Provide excellent incoming requests from customers and ensure that their issues are resolved via both telephone and email
- Thoroughly gather data from cross-functional departments such as Accounting, Sales, and production to ensure customer needs are fulfilled
- Gather data entries for Marketing projects if needed

Bunny Home Care, Allentown, PA

8/2024 – PRESENT

### *Home Health Aide*

- Maintain detailed records of patient care, condition, progress, or problems to report to case manager
- Monitor the safe conditions and health status of individuals with illness, and administer medication
- Deliver peace of mind to patients and families by offering friendly emotional support, preparing healthy meals and completing light housekeeping tasks, allowing patients to live securely and independently
- Accompany clients to doctors' offices or on other outside trips, providing assistance, and companionship

Acts Retirement – Life Communities, Lansdale, PA

6/2015 – 1/2021

### *Medical Dietary Aide*

- Monitored and recorded food temperatures to ensure food safety
- Assembled meal trays in accordance with unique and specified dietary requirements
- Prepared a variety of foods including meats, vegetables and desserts per order, always following approved procedures
- Monitored food distribution, ensuring that meals were delivered to the correct recipients and that guidelines, such as those for special diets, were consistently followed
- Praised by residents as “efficient” for providing fast, well-organized delivery of meals

## EDUCATION

Temple University, Philadelphia, PA

*Current MIS Major, Finance Minor student*

Montgomery County Community College, Blue Bell, PA

*Business Administration Student, Associate degree*

North Penn High School, Lansdale, PA

*Graduate*

*Technical courses in computer science; Windows, MacOS, Internet, other software*