

EDUCATION

Temple University – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: May 2025

Major: Management Information Systems

ACTIVITIES

Member, Temple University Professional Sales Organization

September 2022 – Current

Member, Temple University Association for Information Systems

September 2022 – Current

TECHNICAL SKILLS

Analysis: Google Analysis

Web Development: HTML

Software Development: Visual Studio, JavaScript

Database Management: SQL

EXPERIENCE

SHARING HANDS FOOD PANTRY, Vernon Hills, IL

May 2013 – Current

Lead Volunteer

- Lead volunteer services for Catholic food pantry and thrift shop serving 30 families daily
- Communicate with members on weekly needs and distribute food including canned goods, fresh produce, prepared meals, and perishable items
- Perform 3K+ hours on a variety of tasks including translation, inventory, and organization
- Train 5+ volunteers monthly on customer service, pantry procedures, and enforcing policies
- Collaborate with supervisors on referrals ensuring member needs were fulfilled

MARIANO'S, Buffalo Grove, IL

June 2020 – August 2021

E-Commerce Lead

- Lead E-Commerce fulfillment processes for Midwestern grocery store serving 100+ customers daily
- Managed 6-8 employees, keeping team on track by assigning online orders and supervising activities while giving constructive feedback
- Resolved customer concerns, questions, and needs ensuring quality customer service to maximize satisfaction through phone calls and in-person interactions
- Directed daily goals and instructions to team and coordinated with other departments. □
Recorded accurate and organized documents and reports daily

TARGET, Mundelein, IL

August 2019 – February 2020

Guest Advocate

- Performed customer service for leading retail corporation serving 150+ guests daily
- Handled cashflow and managed transaction reimbursement while ensuring accuracy
- Collaborated with 10+ team members to improve operations and ensure customer satisfaction
- Maintained thorough knowledge of product inventory, specialty offers, and sold 4+ in-store credit cards and debit cards weekly

SKILLS

Languages: Native Proficiency in Spanish

Software: Microsoft Excel, Google Docs, Slides, Sheets, Sites