

Platini Chau

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EDUCATION

Temple University

Bachelor of Business Administration in Management Information Systems

Philadelphia, PA

Expected Graduate in May 2027

CLASSES TAKEN

College

- Marketing Management, Financial and Managerial Accounting, Statistics, Microeconomics, Macroeconomics, Digital Systems, Leadership and Organizational Management, Legal and Ethical Reasoning in Business

High School

- Photoshop, Fundamentals of Real Estate

EXPERIENCE

Customer Service Associate

April 2022 – Present

Wawa

Horsham, PA

- Manage deli operations serving 200+ customers, ensuring stock rotation and customer satisfaction.
- Reduce food waste by 15% through monitoring and maintaining inventory control, staying under company
- Handle cash transactions, operate POS system, and assist with financial reconciliation.
- Assist with store maintenance by managing waste disposal and cleanliness as directed by manager on duty.
- Address inquiries and resolve concerns promptly from customers.

Customer Service Associate

June 2021 – Aug 2021

Burlington Coat Factory

Jenkintown, PA

- Unloaded and organized incoming truck shipments, helped maintain inventory accuracy.
- Stocked shelves, ensuring proper product placement and rotation.
- Assisted in inventory tracking and restocking to optimize store operations.

SKILLS

Languages: English, Vietnamese

Technical Skills: SQL, Python, Salesforce, Point of Sale, Microsoft Office, Photoshop, Canvas

Soft Skills: Customer Service, Inventory Management, Leadership, Team Collaboration, Fast-Paced Environment

Organizations/Clubs: Association for Information Systems (AIS) at Temple, Spanish Speaking Club at Temple