

Smerald Bilalaj

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2026
Major: Management Information Systems and Risk Management |
Overall GPA: 3.67

SELECTED COURSES:

Digital Systems, Data and Analytics, Web Application Development

ACTIVITIES AND AWARDS:

- Member, Temple First, 2022 – Present
- AP Scholar and AP Diploma Candidate, 2019 - 2022
- Member, AIS Student Professional Organization, 2023 - Present
- Member, Honors Program, 2023 – Present

TECHNOLOGY SKILLS:

Software Development: Python, MySQL, C++
Web Development: HTML, CSS, JavaScript
Project Management: Microsoft Office, Microsoft FrontPage

EXPERIENCE: Shoprite, Philadelphia, PA January 2023 - Present

Deli Clerk

- Provided exceptional customer service by assisting customers in making selections, answering inquiries, and offering suggestions.
- Maintained a clean and organized deli counter, ensuring compliance with food safety and sanitation standards.
- Collaborated with team members to efficiently handle peak business hours, resulting in improved customer satisfaction.

Northeast High School

September 2020- June 2022

Tutor

- Provided one-on-one and group tutoring sessions to high school students in AP courses, including
- Assisted students with homework, assignments, and exam preparation, resulting in improved test scores and understanding of course materials.
- Maintained detailed records of student progress and performance, tracking improvements over time.

SKILLS & LANGUAGES:

- Albanian – Fluent
- Spanish – Conversational
- Salesforce Experience

CERTIFICATION(S):

- Google Analytics for Beginners