

EDUCATION

Temple University – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: May 2022

Major: Management Information Systems | **GPA:** 3.41

Awards: NIAF Scholarship, Dean’s List: Spring 2020 – Fall 2020

Selected Courses: Information Systems in Organizations, Web App Development, Data Analytics, Cloud Architecture, Mobile App Development, User Experience Design

EXPERIENCE

TEMPLE UNIVERSITY, Philadelphia, PA

August 2021 – Present

Information Technology Assistant, MIS Department

- Assist students in Cloud Architecture course with AWS applications and Node.js
- Collaborate with professor on evaluation of turned in assignments

Student Worker, Institute for Business and Information Technology at Temple University (IBIT)

- Maintain and evaluate IBIT website periodically
- Collaborate with staff on IT Career Fair engagement and technical level support

NEW YORK LIFE, Remote

June 2021 – August 2021

Corporate Intern, GMAD Security Operations

- Provided first-level technical support to 100+ employees of GMAD
- Built a database of TPAs for SIG assessments in Microsoft Access and transition to SharePoint list
- Created 10+ reports in ServiceNow for budgeting and automating purposes regarding technical support

LAW OFFICE OF JARED S. ZAFRAN, Philadelphia, PA

August 2019 – June 2021

Lien Resolution Specialist

- Automated the lien request form and implemented other technology solutions to make the lien process more efficient
- Conducted audits on health claims for 1000+ clients
- Investigated lien summaries to dispute and resolve them on behalf of the client

Filing Clerk

- Performed routine tasks such as cross-referencing, scanning, copying, and retrieval of client files at a small personal injury firm
- Maintained filing system of 1000+ individual client files and kept physical files up to date by filing legal documents into cases
- Communicated with attorneys and legal aid team on the location of files and administrative day-to-day tasks of the office

ACTIVITIES

Director of Professional Development, Association of Information Systems

May 2021 – Present

HEART Peer Educator, Temple University Wellness Resource Center

January 2020 – Present

Small Business Consultant, Institute for Business and IT at Temple University

June 2021 – July 2021

SKILLS

Software: Microsoft SharePoint, ServiceNow, Amazon Web Services

Web Development: HTML, WordPress, JavaScript, React Native

Database Management: Microsoft Access, SQL, NoSQL