Scott Brian Lafferty
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EDUCATION
Temple University | GPA 3.87 | Fox School of Business, Fox Honors | Anticipated Graduation, May 2025, Philadelphia PA
Major: Management Information Systems, B.B.A

SKILLS
- Technical Skills: MySQL, Jira, Azure DevOps, JavaScript, HTML, CSS, Python, MS Office, Adobe, Agile, SCRUM, Power Automate, AWS
- Business Skills: MS Office, MS Teams, Slack, Outlook, Zoom, Excel, Word, PowerPoint
- Coursework: Lead Global Digital Projects, UX/UI Design, Cloud Architecture, Web App Development

PROJECT EXPERIENCE
United States Liability Insurance   *June 2024 - Present*
Automation Optimization Project Using Power Automate
- Lead a team of 5 interns to implement automation solutions using Power Automate.
- Cut regression testing time by 50% through the integration of Azure DevOps and Agile methodologies.
- Reduced quote creation time by 104% (from 50 quotes per hour to 102 per hour) through process auditing and optimization in the accounting department.
- Facilitated weekly huddles for sprint planning and artifact delivery, ensuring budget adherence, clear communication, and alignment among stakeholders.

PROFESSIONAL EXPERIENCE
United States Liability Insurance, King of Prussia, PA   *January 2024 – Present*
Business Technology Intern
- Conduct testing in multi-stage environments to help develop in-house products for a North American Insurance company.
- Test high priority items and write test cases with deadlines for several software development teams with 20+ members.
- Collaborate with Scrum team and product managers daily to creatively solve problems and communicate findings throughout the testing phase.

Regency Management Services LLC, Warminster, PA   *May 2023 – August 2023*
Sales Representative
- Managed sales processes leading to $200,000+ in revenue by accurately assessing customer needs and aligning them with suitable products, consistently exceeding targets.
- Applied customer service techniques, including strategic retention initiatives and product knowledge to maintain strong relationships with 100+ clients.
- Utilized CRM software to organize client data, enabling effective customer profiling and data-driven decision-making.

SBL Landscapes, Warminster, PA   *December 2021 – October 2022*
Founder
- Managed a portfolio of 50+ clients, utilizing strategic client segmentation and tailored relationship management, resulting in increased client retention and repeat business.
- Administered payroll and managed client data using CRM software, enhancing financial resource allocation, and maintaining data accuracy.
- Coordinated a team of four, overseeing their work in landscaping and hardscaping projects to ensure effective execution and adherence to industry protocols.

ACTIVITIES
Temple University Business Honors Student Association
Director of Alumni Relations   *November 2023 – Present*
- Build and maintain relationships with 100+ Temple alumni through regular communication via Outlook and MS Teams.
- Coordinate the Fox Honors Alumni Mentorship Program, connecting Temple students and Alumni for career guidance.
- Maintain an up-to-date Alumni contact list in Excel, tracking detailed employment information for ongoing Alumni relations.

Bucks Business Association
President   *August 2022 – May 2023*
- Collaborated with business professionals to host 10+ speaker events focused on professional development strategies for students.
- Increased membership by 60+ students through targeted marketing at on-campus events and partnerships with other clubs.