

EDUCATION

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: December 2024

Major: Management Information Systems & Finance | **GPA:** 3.72

Awards: Conwell Transfer Scholarship, Dual Admissions Scholarship, Dean’s List: Fall 2022

Selected Courses: Data & Analytics, Data Visualization, Web Application Development, Financial Modeling, Financial Statements Analysis, Security Analysis & Portfolio Management,

ACTIVITIES

Member, Temple Finance Association

September 2023 – Present

Member, Temple Association of Information Systems

September 2023 – Present

Member, Phi Theta Kappa International Honor Society

May 2020 – Present

TECHNICAL SKILLS

Analysis: Salesforce, R/RStudio, Tableau, PowerBI

Software Development: JavaScript, Python, JSON

Database Management: MySQL, MongoDB

Project Management: Microsoft Office Suite, Google Suite

EXPERIENCE

CAMPAIGN FOR WORKING FAMILIES, Philadelphia, PA

January 2024 – Present

Intake Specialist & Basic Tax Preparer Volunteer

- Assist with tax preparation in a regional non-profit organization providing financial resources for low-to-moderate-income taxpayers with over \$32 million in tax refunds.
- Facilitate the IRS Form 13614-C completion by conducting interviews and gathering the required documents for 20+ customers.
- Generate the IRS Form 1040 utilizing TaxSlayer to connect 45+ working families with eligible tax credits.

TEMPLE UNIVERSITY, Philadelphia, PA

January 2024 – Present

Information Technology Assistant

- Provide technological support using Tableau to 110+ students at a large public university.
- Monitor 50-minute exams and lectures to offer real-time assistance with data analysis and data visualization to students, allowing the instructor to complete the lesson plans on time.
- Evaluate in-class activities and homework assignments against the rubric provided by the instructor.

DUNKIN’ DONUTS, Philadelphia, PA

December 2019 – September 2022

Crew Member

- Provided customer service in a multinational coffee and doughnut quick-service restaurant with up to \$48,000 in sales weekly.
- Satisfied the needs of 150+ customers daily by demonstrating knowledge of menu items, assisting with the Dunkin’ app, and operating Point-of-Sale system transactions to ensure seamless and accurate cash flow.
- Collaborated with a team of 3 in the opening and closing of each shift by adhering to the restaurant’s schedule, maintaining a neat workstation, and conducting daily physical and electronic inventory.

SKILLS

Languages: Native Proficiency in Albanian, Basic Proficiency in French

Certifications: Google Analytics Certification | Learn SQL Programming | Data Analytics Python Bootcamp