

**EDUCATION**

**Temple University – Fox School of Business**, Philadelphia, PA

*Bachelor of Business Administration*

Graduation: May 2026

**Major:** Management Information Systems | **GPA:** 3.67

**Selected Courses:** Data and Analytics, Web Application Development, Digital Systems, Statistical Business Analytics

**Programming Languages:** JavaScript, Python

**Software:** Visual Studio Code, Microsoft 365, MySQL Workbench, Salesforce

**ACTIVITIES**

**Member,** Association for Information Systems

January 2024 – Present

**Member,** Women in Business

January 2024 – Present

**Member,** IBIT Mentoring Program

January 2023 – May 2024

**Member,** American Marketing Association

October 2022 – December 2023

**PROJECTS**

**Cherry Consultant**, American Marketing Organization

October 2023 – December 2023

- Developed branding strategies to enhance a women-, minority-, and immigrant-owned business’s brand identity and presence in the local South Philadelphian market.
- Collaborated to create engaging marketing materials and social media content, increasing brand awareness.

**EXPERIENCE**

KPOT, Harrisburg, PA

May 2023 – Present

**Server**

- Explained the unique AYCE (All You Can Eat) concept and menu items to customers unfamiliar with the restaurant, enhancing their dining experience and fostering customer loyalty.
- Regularly checked on tables and addressed any needs to maintain a high level of customer satisfaction.
- Successfully handled peak service times by multitasking and prioritizing duties.

INTERGENERATIONAL CENTER, Temple University

October 2023 – May 2024

**Work Study Student**

- Assisted in a program that supports kinship families, primarily those caring for grandchildren with special needs.
- Participated in training sessions and workshops to enhance knowledge in areas such as technology.
- Demonstrated empathy, patience, and understanding in all interactions, fostering trust.

PHO LA VIE, Harrisburg, PA

June 2018 – August 2023

**Waitress**

- Provided customer service for a casual Vietnamese restaurant serving 100+ customers daily.
- Addressed any food allergies and made recommendations to adhere to customers’ standards.
- Processed transactions and handled cash and credit card payments with accuracy.

**SKILLS**

**Platforms:** Google Workspace, Canva, CapCut

**Languages:** Basic Proficiency in Vietnamese