

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA  
**Bachelor of Business Administration, Graduation: May 2022**  
**Major: Management Information Systems**  
GPA: 3.44

BUCKS COUNTY COMMUNITY COLLEGE, Newtown, PA  
**Associate of Arts, Graduated December 2018**  
**Major: Business Administration**  
GPA: 3.32 | Dean's List: Fall 2016

*Selected Courses:*

Web System and Services	Open Server 1
Introduction to Security Technology	Spreadsheet Concepts and Application
Digital Systems	Power, Influence, and Negotiation

ACTIVITIES & AWARDS:

- Nominee, National Society of Leadership and Success, January 2021
- Nominee, National Society of Collegiate Scholars, March 2021
- Temple Association for Information Systems (AIS), February 2021
- Volunteer, Feed My Starving Children, May 2017 – June 2020

EXPERIENCE: CONTRACT PHARMACY SERVICES, Warrington, PA April 2019 – August 2020  
**Collections Representative**

- Maintained metrics on call volume and kept records of all collection attempts for over 500 clients for medication fulfillment and pharmacy consulting service
- Assisted clients making account payments and settled financial discrepancies
- Handled all medication returns and profiled packing slips
- Applied credit card and check payments on a daily basis
- Filled medication orders when needed

GLAXOSMITHKLINE, Philadelphia, PA October 2016 – April 2019  
**Financial Revenue Cycle Representative, Finance Department**

- Maintained a daily average of 40+ calls from physicians and hospitals for Fortune 500 pharmaceutical company
- Managed release of orders due to client's accounts being up to date or past due and history of payment
- Established a fluency in SAP Cerps/JD Edwards EnterpriseOne, used for payment application processes and other critical areas required to manage accounts
- Led a team of 9 co-workers through transition and understanding from one software system to another

SKILLS & LANGUAGES:

- Microsoft Office, SAP Cerps, Workflow AR, Payment Work Suite, JD Edwards EnterpriseOne, PNC Pinacle Express, Framework LTC for Windows, Sage 300, Etactics Revenue Cycle Software, Billing Tree, Sharepoint
- Spanish – basic