

## EDUCATION

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

Major: Management Information Systems

Awards: Diamond Scholarship

Selected Courses: Digital Systems, Leadership and Organizational Management, Financial and Managerial Accounting, Intellectual Heritage, Data Analytics, Web Applications, Scripting in Data Analytics

## EXPERIENCE

Maggiano's King of Prussia, PA

March 2023 – Present

### Banquet Server

- Provide customer service for 100+ guests daily for a semi-upscale Italian restaurant.
- collaborated with 10+ members to address concerns in an efficient manner to maintain customer satisfaction while communicating with 5+ kitchen staff to streamline service process.
- Execute timely set-up of banquet events, including table settings, and food presentation.

Valley Forge Towers, King of Prussia, PA

### Desk Receptionist

June 2022 – October 2023

- Greeted and assisted 350+ visitors, residents, and staff daily at the front desk of a luxury apartment complex with 600+ units and various amenities and services.
- Maintained 1000+ records of visitors, residents, and staff activities and transactions.
- Used property management software to check in and out guests and residents, issue keys, parking passes, access cards, and handle mail, packages, and deliveries.
- Ensured security and safety of front desk and the complex by monitoring CCTV cameras and alarms.

New Balance, King of Prussia, PA

### Sales Associate

July 2020 – February 2021

- Fitted 75+ daily customers with New Balance products, using digital foot scanners and other tools.
- Maintained 200+ records of inventory, sales, and customer feedback weekly using Excel.
- Attended 5+ training sessions to update product knowledge and learn new technologies/systems.
- Processed sales transactions, returns, and exchanges.

## PROJECT EXPERIENCE

*Consumer Behavior on Social Media Data Analysis, Data Analytics*

January 2024 – April 2024

- Utilizing Python and Pandas to perform detailed data analysis on social media consumer buying behavior from a selected dataset
- Implemented decision tree models to predict the likelihood of a purchase based on various demographic factors

*Max Labs, Digital Systems*

September 2023 – December 2023

- Developed a fully functional Customer Relationship Management system using Salesforce. Customized objects, fields, and workflows to automate business processes for lead tracking, and customer data management.

## ACTIVITIES

**Member**, Association for Information Systems

September 2023 – Present

**Social Events Committee Chair**, Ascend Student Chapter

September 2023 – May 2024

## SKILLS

Software: Microsoft Word, Excel, PowerPoint, Salesforce, Google Analytics, JavaScript, Python, SQL

Certifications: Google Analytics for Beginners