

Ziyad Eldafrawy

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EDUCATION

Temple University

Bachelor of Science in Business Administration

Major: Management Information Systems

Philadelphia, PA

Anticipated Graduation: May 2026

COURSEWORK

- **Interpersonal Communication: Critical Competencies for Professional and Personal Success**
- **Leadership and Organizational Management**
- **Business Seminar**

WORK EXPERIENCE

AT&T

Sales Associate/Store Supervisor

Philadelphia, PA

July 2020 – Present

- Develop strategies to enhance store traffic and optimize profitability by marketing via social media, strengthening the store website's SEO, and leading sales events for first responders.
- Provide an exceptional customer experience for all clients and implement store presentation standards by completing monthly corporate store resets and ensuring cleanliness throughout the location.
- Provide in-person technical support for all AT&T clients by detecting cell phone issues, troubleshooting device software/hardware, and recommending possible solutions.
- Enhanced store productivity by meeting with all employees to develop strategic plans to achieve time-sensitive sales goals.
- Regularly meet with district manager to analyze store's financial needs by using excel to evaluate net profit margins

EXTRACURRICULARS

Philadelphia Futures

College Success Program Student

Philadelphia, PA

Aug. 2022 - Present

- Conduct monthly meetings with a Philadelphia Futures college advisor to discuss time management and organizational skills to reach academic and career goals
- Participate in twice-yearly mandatory meetings to monitor grades and review progress toward academic and career goals

Philadelphia Futures

Sponsor-A-Scholar Student

Philadelphia, PA

Aug. 2018 - June 2022

- Attended weekly academic enrichment courses including STEM and ELA that improved my college readiness
- Participated in a variety of networking events and career fairs where I learned about the operations strategies of corporate accounting firm companies

PROJECTS

Fringe Arts Play: Boy Project

Associate Director/Choreographer

Philadelphia, PA

July 2019 – March 2020

- Brainstormed for an upcoming play about what manhood means to young men and what is acceptable for today's society
- Attended weekly sessions where we began creating a play storyline and managed theatre logistics

Philadelphia Futures Film: A Brighter Future

Producer/Video Editor

Philadelphia, PA

Sept. 2018 – April 2019

- Filmed and edited a video explaining what Philadelphia Futures is and how it helps first-generation Philadelphia High School students get into college with little to no debt
- The film was shared across the organization, with over 500 people

AWARDS

- **The Brook J. Lenfest Endowed Scholarship – Full tuition academic scholarship to Temple University**
- **Philadelphia Student Great Citizenship Award**
- **Central HS Academic Excellence Award**
- **AT&T Employee of the Month**

SKILLS

Project management, Film Editing, Sales

Software: JIRA, Confluence, Microsoft Office (Excel, Word, PowerPoint), Salesforce

Programming: SQL

Language: Fluent in Arabic