

MAMBU FRANCIS

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EDUCATION

Lincoln University (PA) Bachelor of Science: Information Technology

SKILLS : Microsoft Excel (*VLookUp, If Function, Pivot Tables*), InfoPath, Outlook, OneNote, and PowerPoint; Adobe Photoshop, Apple iMovie

Anticipating Graduation: Rutgers University - Coding Bootcamp (January 2022)

SKILLS :HTML, CSS, JAVASCRIPT , JQUERY , RESPONSIVE DESIGN, GITHUB

PERSONAL SKILLS: Communicating effectively and professionally, Ability to build positive working relationship , Willingness to learn and teach

Programmed a Calculator (Computer Applications Class, October 2018)

EXPERIENCE

Community Advisor Office of Housing and Residential Life Lincoln University, PA
September 2019– May 2021

- Created, planned, and executed four (4) educational, social, and recreational programs for 2000+ residents
- Resolved guest complaints and concerns by carefully analyzing the situation and determining the most effective solution
- Provided implementable recommendations to improve traffic to the business

Target Sales Associate Philadelphia, Pa
November 2018 - December 2020

- Sales associate, cashier, and support staff
- Helped an average of (50) customers per day by responding to inequities and locating products
- Assisted team members when in handling cash registers , organizing inventory room ,labeling products ,unloading merchandise ,and cleaning up

Store Technician Robert Refurbished Computer Business Philadelphia, PA
January 2016– May 2018

- Assist an average of 10 customers per day in finding or selecting items , and providing recommendation which generated a total of \$2k quarterly
- Performed regular software/application-related upgrades daily to ensure systems remain updated
- Troubleshoot an average of eight (8) system failures or bugs daily and provided solutions to restore functionality

LEADERSHIP EXPERIENCE AND ACTIVITIES

Project Manager, Suited Organization (October 2019–2021) Lincoln University, PA

- Led a suit drive managing a team of four (4) students that collected 25 suits – that exceeded the goal by 15 suits
- Collaborated with Thompson's Hospitality to negotiate a donation of enough food to feed 100 homeless citizens in Philadelphia

Secretary, Kappa Alpha Psi Fraternity Inc. (Epsilon Chapter) Lincoln University, PA
March 2019–2021

Member (September 2019–2021), National Society of Leadership and Success

Member (September 2018–2021), National Association of Black Accountants (NABA)

Member (September 2018–2021), Gentleman Qualities

- Advertised all four (4) on-campus events that relate to chivalry

- Handled all logistics for the four (4) forums on dress code and empowerment of black men attended by a total of 150+ students