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EDUCATION

DeVry University, North Brunswick, NJ

Bachelor of Science in Computer Information Systems

06/2018

Concentration: Database Management

GPA: 3.54

TECHNICAL SKILLS and KNOWLEDGE

- Microsoft Suite (MS Outlook, **MS Excel**, MS Word, MS PowerPoint, etc.)
- C#, C++
- Internet
- Oracle
- TCP/IP Protocol
- MySQL
- HTML, CSS, PHP(jQuery, AJAX)
- Data entry and data management
- Eclipse
- JavaScript
- DOS and Microsoft Windows
- FTP
- LINUX

PROFESSIONAL HISTORY

Oticon, Somerset, NJ

12/2016- Present

Data Entry Operator

- Perform all **order entry** functions from prioritizing incoming order, creating a computer generated production ticket or service work order form
- **Enter custom new** orders, custom service and remake orders, conventional repairs, and IRL orders
- Maintain workflow priorities in accordance to Oticon standards and guidelines
- Download entered data and verify its quality through **Microsoft Excel**...using filters, data sorting and manipulation
- Communicate with internal users to answer task questions, retrieve assigned work, and manage calendar using Microsoft Outlook

Kuehne Nagel, Cranbury, NJ

06/2016- 11/2016

Customer Service Representative

- Responds to e-mail and telephone requests to expedite special delivery of outgoing shipments.
- Work with department management to ensure productivity standards are achieved on a daily basis.
- Compile, distribute, **and maintain reports and metrics**.
- Recommend and drive procedural changes to eliminate causes of errors.
- Communicate and develop process enhancements.

DeVry University, North Brunswick, NJ

06/2015 – 12/2015

Student Assistant

- Greeting students and assists in answering general questions. Answering the phones and covering the front desk to assist students, staff, and faculty with various campus related questions.
- Provide excellent customer service by helping students, staff, faculty, and employer reach the appropriate source.
- Scanned/Archived Career service student documents to ImageNow.

HONORS and AFFILIATIONS

Dean's List – 2

Language English