

# Justin Cheng

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Second-year student pursuing BS in Information Management & Technology along with concentrations in Front End Web Development and Retail Strategies. Experienced in recreational and technical tasks with proven knowledge of work management.

## EDUCATION

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Syracuse University, *iSchool for Information Studies* – Syracuse, NY

August 2020 – Present

Major: Information Management & Technology

GPA: 3.7

## SKILLS AND CERTIFICATIONS

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|--|------------------------------|--|---------------------|
| ▪ Cert. Microsoft Office Excel Associate | ▪ SQL (Transact SQL) DDL/DML | ▪ Microsoft SQL Server Management Studio | ▪ Data Organization |
| ▪ Cert. CPR                              | ▪ HTML                       | ▪ Python                                 | ▪ Mandarin          |

## WORK EXPERIENCE

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Syracuse University - Barnes Center at the Arch

Syracuse, NY

*Front Desk Receptionist*

September 2020 – December 2021

- Provided excellent patron service effectively maintaining 99% satisfaction rate
- Delegated service assignments amongst other recreational staff
- Answered Queries on wide-ranging concerns utilizing facility virtual catalogs

Deloitte Salesforce Bootcamp

Syracuse, NY

*Apprentice*

April 2021 – May 2021

- Actively engaged in understanding Salesforce platform management tools
- Worked with Certified salesforce professionals on tasks to broaden comprehension of UI

Department Of Youth And Community Development

New York, NY

*Office Assistant Intern*

October 2019 – February 2020

- Virtual File Organization increased by 50% efficiency
- Organized existing Excel spreadsheets by up to 33% reflecting updated databases
- Bridged communication strategies between staff to aid project delegation

## PROJECTS

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Shopify Webstore Creator

New York, NY

*Front End Web development*

October 2019 – March 2020

- Created Facebook ads promoting platforms
- Experienced in Website aesthetic and customization