

Caleb Ling

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CAREER PROFILE

BBA student pursuing major in Management Information Systems and minor in Computer Science.

Action-oriented leader with a record of success in academics and extracurriculars. Recognized by peers and managers for work ethic, communication, and dedication to team projects. Currently applying for the position of Student Supervisor at the BANC.

EDUCATION

BAYLOR UNIVERSITY –Waco, Texas

May 2020

Bachelor of Business Administration

- Concentration in Management Information Systems with a minor in Computer Science; GPA 3.48
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EXPERIENCE

Baylor ITS

2018-Present

WiFi Coach

- Monitored up to 45,000 devices' WiFi connectivity statuses per day to ensure a 99.5% success rate for optimal satisfaction
- Coached clients in connectivity issues and Baylor In-Game application, securing customer satisfaction and dozens of positive reviews
- Corresponded with team members, clients, and managers about technical issues in order to maintain high speeds and reduce access point traffic

Leslie's Pool

May 2018 - August 2018

Lead Sales Associate

- Verified that register counts and system counts matched, certifying accurate documentation and security of up to \$5,000 cash thereby insuring company profitability
- Increased sales and customer satisfaction by delivering excellent customer service, generating up to \$2,000 in sales daily
- Recognized as top weekly salesman for four weeks for exceeding personal and company target goals in revenue gained

Baylor Dining Services

2017-Present

Student Worker

- Managed \$4,500 in sales per night ensuring quick and efficient entry into facilities
- Mentored new hires in nightly tasks and procedures to guarantee flawless service
- Reduced nightly cleanup by an average of 10 minutes through a systematic approach
- Awarded Employee of the Month in March of 2018 for dedication to teamwork and communication

Personal Project

Fortnite Statistics Web Application

Current

- Learned basic HTML, JavaScript, and CSS through personal experimentation and online courses in order to take on new challenges
 - Implemented HTML and CSS knowledge to design and create a scraping web application that displays and compares statistics for two inputted usernames
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ADDITIONAL

- Conversational Cantonese and Mandarin Chinese
- Technical Skills – JavaScript, C++, HTML, CSS, Visual Basic, and Tableau
- Budget Management – Experienced in managing and recording personal finances
- Extracurriculars - Computing 4 Compassion, Baylor InfoSec, Baylor Intellectual Property Organization, CS First Volunteering