

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

Bachelor of Business Administration, Graduation: May 2024

Major: Management Information Systems

Selected Courses: Legal Environment of Business, Marketing Management, Professional Development, Analytical Reading and Writing, Intellectual Heritage II: The Common Good

EXPERIENCE

Burger King- Port Jervis, NY June 2020 to August 2020

Sales Associate

- Offered each customer top-notch, personal service, and support to boost sales and customer satisfaction; increased satisfaction by 17%.
- Maintained composure during high-stress situations and when engaging with difficult or irate individuals.

Waterwheel Café, Bakery & Bar- Milford, PA May 2019 to March 2020

Busser/Dishwasher

- Provided customer service at a 84-seat fine-dining American-Vietnamese restaurant.
- Streamlined dishwashing and bussing to keep kitchen efficient and ready for customer demands; shortened wash time by 20 minutes.
- Established great relationships with staff by promoting collaborative atmosphere through use of a positive attitude and hard work.

Shawnee Mountain Ski Area- East Stroudsburg, PA December 2016 to March 2017

Ski Instructor (Private Lessons, Adults, and Youth)

- Designed enjoyable and innovative customized training programs based upon goals.
- Assessed individual progress and suggested appropriate changes.
- Coordinated and taught lessons to youths, adults, and the elderly.
- Explained the use of exercise equipment to all participants, prioritizing safety at all times.

Philanthropy & Accomplishments

- Current Philanthropy Chair for Alpha Tau Omega; organize brotherhood philanthropy and community service events.
- Aided local non-profit human service agencies through the United Way Day of Caring, 2016-2020.
- Took 9th place for Advertising at the 2019 PA FBLA SLC.

Skills

Software:

- Microsoft Word, Excel, Outlook, PowerPoint, OneNote
- Google Docs, Sheets, Slides, Forms
- Salesforce
- Basic Python

Languages:

- Basic Spanish
- Native English