Theresa Mensah
tm3424@drexel.edu | (267) 476-2348 | LinkedIn: Theresa Mensah

EDUCATION

Drexel University – Philadelphia, PA
Bachelor of Science in Computing and Security Technology | Minor: Finance
Anticipated Graduation: June 2026
Course Highlights: Network Administration, Computer Programming, Principles of Microeconomics, Human-Centered Design
Honors: AJ Drexel Scholarship (Fall 2022 - Present), Dean's List (Spring 2024)

PROFESSIONAL EXPERIENCE

Technical Support Specialist Intern
Philadelphia Fire Department's Office of Management and Information Systems | Sept 2024 – March 2025

- Supported **CAD Go Live** project after 30 years of planning and troubleshooting critical dispatch system issues.
- Collaborated with cross-functional teams, resolving L1 and L2 technical issues to improve system uptime.
- Assisted with hardware setups and specialized fire station equipment.

Pharmacy Technician
CVS Health | Aug 2024 – Present

- Managed 150+ prescriptions daily, ensuring accuracy and regulatory compliance.
- Assisted in tracking medication inventory and patient records.
- Provided customer support and medication-related advice.

Currency Intelligence Research Engineer
Crane Payment Innovations | Sept 2023 – March 2024

- Conducted research on **Central Banking Digital Currencies (CBDCs)** and their impact on global finance.
- Presented findings on banknote security, improving research strategies with SharePoint metadata.

LEADERSHIP & ACTIVITIES

Events Coordinator
Drexel African Student Association | Apr 2023 – Present

- Plan and execute events to promote African culture, increasing student engagement.

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Volunteer
The Ronald McDonald House of Philadelphia | Sept 2024 – Present

- Assist families with critically ill children, organizing fundraising events and supporting daily operations.

President
Constitution High School Student Government | Oct 2021 – Jun 2022

- Led student government, organized community service initiatives, and raised over 1,000 canned goods for charity.

SKILLS

- **Technical**: Python, HTML, JavaScript; Web Development, Linux, Bash scripting
- **Software**: Excel, PowerPoint, Word, SharePoint
- **Collaboration**: Git, GitHub, Agile Methodology
- **Design**: Figma
- **Languages**: Twi (Advanced), Fante (Advanced), Spanish (Elementary)