

EDUCATION

Temple University – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

Graduation: May 2023

Major: Management Information Systems

Selected Courses: Web Application Development, Data and Analytics, Program Design & Abstraction, Statistical Business Analysis

ACTIVITIES

First Generation Students Committee, Temple First

October 2018 – November 2018

Volunteer, Love Run Half-Marathon

March 2018

TECHNICAL SKILLS

Software Development:

Java

Web Development:

HTML, CSS, JavaScript

Database Management:

SQL

Project Management:

Microsoft Word, PowerPoint, Excel

RELEVANT EXPERIENCE

Apetek Computers, Philadelphia, PA

January 2021 – Present

Computer Repair Technician

- Configure and provide technical support for PCs, tablets, and cell phones to ensure satisfaction of clients at a family-owned retailer of Information Technology services and products
- Coordinate inventory of hardware used for repairs and report findings to management to maintain a smooth workflow
- Diagnose and troubleshoot a variety of electronic devices using a wide range of tools and methods
- Engage in virtual and in-person customer service to ensure satisfaction with each outcome

Apetek Computers, Philadelphia, PA

Sales Associate

August 2020 – January 2021

- Consulted with clients to evaluate technical issues and map out a solution
- Performed routine check-ups on electronic devices and reported any software or hardware issues
- Created a clean, welcoming store layout that allowed ease of access to products listed for sale
- Attended to any questions or concerns presented by customers regarding product specific details
- Promoted to computer repair technician within 1 year

WORK EXPERIENCE

Northeast Skate Zone, Philadelphia, PA

July 2019 – Present

Skate Guard

- Monitor ice conditions at a facility containing 2 ice hockey rinks and notify management of any potential hazards
- Distribute skates and walkers designed to assist first-time skaters and ensure a safe experience
- Maintain order by enforcing policies, keeping building clean, and assisting patrons having difficulty