

Education

Muhlenberg College, Allentown, PA

Expected Graduation May 2022

B.A. Major in **Business Administration (Management Concentration)**

Minor in **Entrepreneurship** GPA: 3.41

Relevant Coursework

INE201: Innovation & Entrepreneurship Venture

Fall 2020

Business Development & Launch Project

- X Worked in a group of 3 to create a bracelet company (Priceless Jewels) with our core product being positive affirmation bracelets.
- X We created a business model canvas, and we also thought about ways we could expand and grow our company.
- X Our products are handmade and our main focus is for our products to uplift our customers with positive affirmations.
- For this course, we were required to earn \$200 in revenue, and our company exceeded that amount by earning over \$400.

Work Experience

Management Trainee Intern, Enterprise Rent-A-Car, Enterprise Holdings

January 2022- Present

- Help customers with vehicle choices, outline coverage options, and write rental contracts in accordance with company procedures.
- Assist customers upon their vehicle return, ensure both accurate billing and that they are satisfied with the rental experience.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Handle dispute resolution situations by putting customer needs ahead of everything else to ensure they leave completely satisfied.
- Weekly service and sales calls to both current and prospective accounts.
- Organize and plan fleet size in order to capitalize on our market demand and be prepared for customers.
- Help lead new employee training regiments by teaching about service, sales, marketing and the computer programs
- Led office in sales on multiple occasions, and kept sales numbers at or above corporate average for the most part.
- Collect and deposit money into accounts, keep records of cash payments, and ensure accounts are balanced.

Residential Advisor, Housing and Residence Life, Muhlenberg College

August 2021-Present

- Serve as a resource for students on campus but more so in my building.
- Conduct events for residents in order for them to have successful college journey
- Conduct intentional conversations with residents to check on their well-being and also how they semester in going for them
- Building Checks, and submitting the work orders that are needed.

Tour Guide, Office of Admissions, Muhlenberg College

May 2021-Present

- Give virtual and in person tours across campus to prospective students, parents, and also new faculty members.
- Do information sessions for prospective students
- Sit in on panels to talk about my experience and answer any questions that prospective students need confirmation on.
- Serve as a resource to students on campus as well.

Conference Assistant, Seegers Union Collegiate Conference, Muhlenberg College

May 2021-August 2021

- Help with organizing the housing of interns across the nation that had internships in the Allentown area.
- Organizing keys and swipes for interns that moved in.
- Serve as a resource for interns and relay information that they need in order to be comfortable, but to also enjoy their time here.
- Help with the planning and conduction of events that are registered through our office.

Event Planner, Multicultural Life Center, Muhlenberg College, Allentown, PA

October 2018-2020

- Serve as student leader on the activities team to help organize and plan events such as the annual block party with over a 100 participants, which involves different activities and games that brings the Muhlenberg Community together.
- Also assist in the planning of annual senior celebration for seniors that are part of the different affinity groups in the Multicultural Center. Faculty and Staff members of the college also attend. The event normally contains 70-80 attendees.

- Supervise team activity and clearly communicate program goals and objectives.

Muhlenberg College Office of Advancement Communications Student Worker

June - August 2020

- Assist in implementation of new project management systems using G Suite tools such as Google Sites, Data Studio and Sheets.
- Social media posting and data analytics with Sprout Social platform.
- Email template building using Emma software.

Seegers Union Info Desk Monitor

September 2020 - Present

- Monitor and maintain the Information Desk at Seegers Union which involves things ranging from lost & found, to game equipment, media bags, and deliveries.
- Answer, field, and direct phone calls from students, faculty, staff, and external organizations.
- Navigate 25Live, the G2View, and corresponding diagrams with ease to answer questions about campus events. Complete other miscellaneous tasks as assigned by the management team of Seegers Union.

Administrative and Customer Assistant, The Real Jamaican Cuisine Restaurant

June 2016- May 2019

- Assisted customers over the phone and in person to take orders.
- Completed transactions and handled cash and card payments.
- Demonstrated excellent customer service through interaction with over 50 customers per shift.

Administrative Assistant, Ross and Ross Enterprise

June - August 2017

- Assisted customers over the phone and in person.
- Take orders for concrete.
- Tracked financial transactions using Excel.

Campus Activities

Member of the Men of Color Network

August 2018 - Present

Member of Black Student Association

August 2018 - Present

Skills

- Microsoft Office
- G-Suite
- R-Studio