

Emily Lin
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Education

BUSINESS ADMINISTRATION | PENN STATE UNIVERSITY | MAY 2027(EXPECTED)

- Major: Bachelor of Science in Business Administration
- Concentration: Business Analytics
- GPA: 3.36 out of 4.0 Scale
- Relevant Coursework:
 - MIS 250: Introduction to Problem Solving with Spreadsheet Analysis and Information Systems Management
 - Applied spreadsheet modeling and data management techniques to solve real-world business problems.
 - ACCT 201: Financial Accounting
 - Analyzed and interpreted financial data to support informed business and operational decisions
 - BA 325: Business Analytics
 - Built dashboards and reports using Excel and Power BI to communicate trends and performance metrics.

Experience

WINNER CHINESE RESTAURANT | POCONO SUMMIT, PA | SERVER / HELPER | 2017–2026

- Delivered high-quality customer service in a fast-paced environment, serving 50+ customers per shift
- Ensured order accuracy by processing in-person and phone orders efficiently, minimizing mistakes and improving service reliability
- Coordinated with team members during peak hours to maintain workflow and reduce service delays
- Addressed and resolved customer concerns professionally, contributing to customer satisfaction and repeat business
- Demonstrated strong multitasking and time management skills by handling multiple responsibilities while maintaining service quality

Skills

- Technical: Microsoft Excel, Power BI, PowerPoint
- Analytical: Data Analysis, Dashboard Development, Reporting
- Languages: English (Fluent), Mandarin (Fluent)