

# Lesly Puma

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## EDUCATION

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA

*Bachelor of Business Administration*

**Graduation:** May 2025

**Major:** Economics

**Selected Courses:** Managerial Accounting, Quantitative Methods for Business, Leadership and Organizational Management, Microeconomic Principles, Macroeconomic Principles

## ACTIVITIES

**Volunteer,** Saint Lawrence Catholic Church

June 2018 – July 2018

**Tutor,** Upper Darby High School

September 2020 – January 2021

## EXPERIENCE

RADNOR HOTEL, Radnor, PA

January 2023 – August 2023

*Hostess, Glenmorgan Bar & Grill*

- Provided customer service at a Bar & Grill in a full-service hotel welcoming over 100+ guests daily
- Adapted quickly after only working 8 months, achieved Employee of the Month in June 2023
- Communicated with hotel guests and restaurant staff to ensure any concerns were promptly addressed
- Organized and scheduled reservations for 50+ guests daily both online and over phone

PRODUCE JUNCTION, Broomall, PA

March 2021 – Present

*Cashier*

- Deliver customer service at a fresh produce market handling 100+ customers daily
- Oversee wholesale orders and direct support staff to assist customers when needed
- Operate a cashier register for cash and credit transactions with accuracy
- Collaborate with 8 cashiers to ensure a fast-paced work environment

EMERALD ISLE INSURANCE, Upper Darby, PA

February 2019 – May 2019

*Insurance Translator*

- Translated insurance coverage options to 20+ Spanish speaking clients weekly
- Maintained accurate up to date insurance needs of 200+ clients weekly
- Provided interpretations and translation services as needed by clients looking for insurance
- Demonstrated quick thinking, initiative and resourceful client problem solving skills

## SKILLS

**Software:** Microsoft Word, Excel, PowerPoint, Salesforce, Canva

**Languages:** Advanced Spanish