

**BENEDICT DELAPENA**  
Philadelphia, Pennsylvania  
(267) 231 6121  
benedelapena@gmail.com

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## SUMMARY

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Customer-focused, driven individual with 4 years of Accounting, Information Systems, and Customer Service relationship skills. Looking to obtain a career in Human Resource Management.

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## EXPERIENCE

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### **Crown Cork & Seal Inc.**

#### *Customer Relationship Specialist*

Philadelphia, PA

March 2017-Present

- Website Administrator and lead developer for online ordering website.
- Provides corporate training to users and customers for online ordering website.
- Provides guidance on streamlining product ordering process.
- Conducts importing, conversion, and management of ordering related data.
- Measures report current market demand to upper management for production decision-making.
- Analyzes product complexity and specifications to accommodate growing customer needs.

### **TheGoat.io**

#### *HR Part Time Coordinator*

New York, New York

June 2018 - Present

- Assisted CEO in HR administrative tasks such as email correspondence, record keeping, filing.
- Assist in recruitment for digital marketing management roles, reference checks, and interviewing.
- Assisted in resource management using excel, saving company money by allocating funds directly.
- Assisted in payroll for part-time contractors via PayPal and Payoneer.
- Execute projects on as need basis for contractor support

### **Crown Cork & Seal Inc.**

#### *Staff Accountant*

Philadelphia, PA

May 2014-March 2017

- Account reconciliation and analysis of employee relocation.
- Frequently held and scheduled meetings with higher up management and vendor management support in order to optimize processes.
- Accurate and timely processing of U.S. and Canadian invoices.

### **Holy Family University**

#### *IT and Audio-Visual Support Specialist*

Philadelphia, PA

Sep 2010-May 2014

- Provided help desk support to students and faculty for IT related questions and issues.
- Installed and manage inventory of computer related equipment.
- Maintained student ID card database.

## EDUCATION

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### **Holy Family University** May 2014

Bachelor of Arts in Business Administration

Major: *Accounting*; Minor: *Computer Management Information Systems*

GPA: 3.96/4.0

Philadelphia, PA

## TECHNICAL SKILLS

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- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Mail Merge

## ACTIVITIES

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- Volunteer Iglesia Ni Cristo (INC) Giving Project Non-Profit Organization
- INCMedia Locale Producer for Local Congregation of Northeast Philadelphia
- INCMedia Editor for the U.S. Mid-Atlantic Region