**Amanda Nguyen**

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**Healthcare Informatics Knowledge, Skills and Abilities**

* Skilled at data analysis and reporting to collect information and present it for understandability using Tableau, SQL Reporting Services (SSRS), Visual Studios, SQL, database development, data visualizations
* Proficient with Microsoft Word, PowerPoint, Excel (Pivot Tables and VLookup); Typing speed of 70+ wpm
* Familiar with data integration tools such as Boomi and Mulesoft
* Excellent listening and proofreading skills; Excellent written and verbal communication skills
* Ability to work independently and under pressure with time constraints

**Education**

Bellevue College, Bellevue, WA

**Bachelor of Applied Science,** **Healthcare Informatics** in progress, expected 2021, GPA 3.8

Course of study includes business administration, business data management, SQL fundamentals, business intelligence, information technology, database theory, and computer science

Shoreline Community College, Shoreline, WA

**Associate in Science Degree**, 2019, GPA 3.9

Course of study included biology, chemistry, human anatomy, biochemistry, organic chemistry, statistics, and social sciences

**Salesforce Administrator Certification,** Credential ID #21498451

**Related Experience**

**Salesforce Administrator/Business Analyst,** Advanced CX, Kirkland, WA September 2019 – Current

* Elicit and document business requirements and create workflow diagrams to depict ‘as is’ and ‘future’ processes.
* Build reports and perform data analysis using Salesforce, Tableau and SQL.
* Identify problems, opportunities and solutions to create operational efficiencies
* Set up Salesforce for small businesses and non-profits as well as build solutions using Sales Cloud, Service Cloud and Communities.

Projects:

* Birch Community Services – Assisted in eliciting business requirements, built out functionality using Non-Profit Success Pack (NPSP) including enabling and creating Salesforce Surveys and implementing Customer Community.
* Howard EcoWorks – New implementation of Salesforce Non-profit Success Pack for east coast-based non-profit with full Sales Cloud, Service Cloud and NPSP functionality.
* Lamb Weston – Worked with Salesforce Solution Architect to gather and document requirements and define solutions using Pardot, Social Studio, Service Cloud and integration services leveraging Dell Boomi.

**Other Experience**

**Dental Assistant,** Sage Family Dentistry, Seattle, WA June-Oct. 2019

* Assisted dentist with restorative surgeries, performed pediatric teeth cleanings, did CT scans and Xrays.

**Bar Tender,** The Ram, Seattle, WA Sept. 2018-June 2019

* Prepared drinks, served customers, processed payments.

**Server**, Columbia Tower Club, Seattle, WA Sept. 2018-May 2019

* Served food and beverages, took orders, took payments, provided high quality customer service, and banquet serving.