

Vi 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
- Salesforce User Management, Data Management, Security, Actionable Reporting
- Proficient with Microsoft Word, PowerPoint, Excel (Pivot Tables and VLookup); Typing speed of 70+ wpm
- 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

Full Stack Web Developer Certification, University of Washington

Completed full-stack coding bootcamp. Cover topics such as HTML, CSS, JavaScript, Node.js, SQL, Algorithms

Related Experience

Salesforce Administrator, Advanced CX, Kirkland, WA September 2019 – Current

- Elicit and document business requirements and create workflow diagrams to depict 'as is' and 'future' processes.
- Define requirements and customize the platform
- Upgrading and configuring salesforce systems for optimized integrations
- Create automation processes (workflows, process builder, flows.)
- 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.
- Johnson Barrow – Assisted in data migration. Prepped data to be moved from QuickBooks to Microsoft Business Central.

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.