

# Tien Nguyen

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Comptia A+ I.t. certified



## Skills

Hardware Configuration  
Technical Support  
Mac Support  
Hardware Troubleshooting  
Networking  
Software troubleshooting  
System Backup and Recovery  
System Administration  
QA/bug testing  
Video Editing  
Content Creator  
Social Media Management  
Social Media Marketing  
Customer Service  
Windows, MAC OS, Linux,  
Android

## Work Experience

### Operation/Office Manager

**Rocket | May 2019 - November 2020**

- Awarded 2019 MVP by company's executives (CEO, CTO, COO)
- Lead QA tasks for newly built client-facing product
- Scaled client accounts for ML and Recruiting Team
- Worked closely with the COO creating team goals and deadlines
- Implemented automation to a manual process which increased team production by 50%
- Managed multiple data sources to keep layoff list up to date for award-winning website: <https://parachutelist.com/>
- Uploaded 2,000 candidates profile weekly into Applicant Tracking System (similar to Greenhouse or Lever)
- Setup and Troubleshoot office laptops for new hires (Macbook pro, monitors, etc)
- Managed monthly operating budget for 35 employees

### Amazon Merchant Seller

**Self-Employed | 2017-2019**

- Branding and product creation
- Inventory shipping and purchasing
- Ads campaign managing, driving engagement that increased sales
- QA control and Customer service

### Uber

**Brand Ambassador | 2015-2016**

- Event coordination
- Set up brand promotion sites
- Recruit new drivers and trained them on how to use Uber software

## Academic History

### Academy of Art University

**Bachelors of Arts | Motion Picture & Television | 2018**

## Software

Asana  
Photoshop  
Premier Pro  
After Effects  
Google Sheets

## Languages Spoken

English  
Vietnamese

