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
Adobe Photoshop
Adobe Premier Pro
Adobe After Effects
GSuite
Office

Languages Spoken

English
Vietnamese