

# Danny Nguyen

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## Summary

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A full-time student at the University of Memphis, deeply immersed in the study of computer science with a focus on software development. Academic journey complemented by hands-on involvement in Python code projects, honing skills in programming and problem-solving. The expected graduation date is May 2025.

## Experience

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### **FedEx:Ground | Memphis, TN**

#### **Package Handler | 09/2024 - Present**

- Followed safety regulations to maintain a safe work environment.
- Improved package handling efficiency by implementing proper sorting and organizing techniques.
- Maintained a safe work environment by adhering to company policies and guidelines for proper lifting techniques.
- Reduced damage rates for packages through careful handling and adherence to safety protocols.
- Assembled, sealed, and loaded packages into the correct trucks.
- Used hand-held scanners and physical logs to track item movements accurately.
- Achieve platinum level employee by December

### **Mid South Food Bank | Memphis, TN**

#### **Volunteer | 05/2024 - Present**

- Assisted with special events and programs.
- Maintained clean, neat, and operational facilities to serve program needs.
- Supported engaging, fun, and smooth-running events by helping with organization and planning.
- Used strong interpersonal communication skills to convey information to others.
- Communicated with staff members to stay informed about volunteer opportunities and events.

### **Memphis Game Developer | Memphis, TN**

#### **Volunteer | 05/2022 - Present**

- Assisted with special events and programs.
- Maintained clean, neat, and operational facilities to serve program needs.
- Used strong interpersonal communication skills to convey information to others.
- Communicated with staff members to stay informed about volunteer opportunities and events.
- Mentored new volunteers, fostering a supportive and inclusive team environment.

### **Vietnamese Student Associate | Memphis, TN**

#### **Volunteer | 05/2023 - 02/2025**

- Assisted with special events and programs.
- Supported engaging, fun, and smooth-running events by helping with organization and planning.
- Used strong interpersonal communication skills to convey information to others.
- Promoted environmental awareness with educational workshops and hands-on activities.
- Completed daily domestic tasks in shelters and group homes to assist people in need.

### **Hot Hair Salon | Memphis, TN**

#### **Front Desk Receptionist | 05/2021 - 08/2021**

- Greeted guests at the front desk and engaged in pleasant conversations while managing the check-in process.
- Maintained an organized and clean front office area to create a professional and welcoming environment for visitors and employees.
- Scheduled, coordinated, and confirmed appointments and meetings.
- Delivered outstanding first impressions by warmly greeting visitors upon arrival at the front desk.
- Troubleshooted and resolved hardware and software issues for computer systems, networks, and peripherals, ensuring minimal disruption to academic activities.

### **Aerotek | Memphis, TN**

#### **Repair Technician | 06/2020 - 08/2020**

- Diagnosed and troubleshooted hardware and software issues in MAC Apple computers as a Flex Repair Technician at Flextronics Memphis.

- Collaborate with cross-functional teams to identify and resolve root causes of MAC computer malfunctions, contributing to streamlined repair processes.
- Utilize advanced diagnostic tools and methodologies specific to MAC systems for accurate problem identification.
- Demonstrate proficiency in MAC hardware repair techniques, including logic board repair and display replacement.
- • Maintain detailed repair records to support traceability and compliance requirements.

## **Skills**

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Customer service, Time management, Communication skills, Microsoft word, Bilingual, English, Critical thinking for problem-solving, Active listening, Software development, System design, SQL Server data integration, Installation of computer hardware, Timely freight loading, Inventory management, Software testing

## **Education**

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**University of Memphis | Memphis, TN**  
**Computer Science | 05/2025**

- Volunteered on a monthly basis to prepare meals at the local community food bank
- Placed 2nd in Capstone Projects (10q Tigers) in Computer Science in FALL 2024 - [https://www.memphis.edu/cs/cs\\_capstone/fall\\_24\\_project\\_pages/10q\\_tigers.php](https://www.memphis.edu/cs/cs_capstone/fall_24_project_pages/10q_tigers.php)

**Southwest Tennessee Community College | Memphis, TN**  
**Computer Engineering | 08/2019**

**Kingsbury High School | Memphis, TN**  
**08/2016**

## **Languages**

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English, Vietnamese