TOMMY CAO NGUYEN

Santa Clara, CA

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https://github.com/Gnomedealer

TECHNICAL EXPERIENCES

General Office Skills: Microsoft Office (Powerpoint, Excel, Sharepoint, Word) and G-Suite (Docs, Sheets, Slides)
Technical Experiences: Project & Program Management, Databases & Algorithms, Information Technology & Technical Support, Salesforce, SAP, Microsoft Dynamics, Tableau
Program Language: JavaScript, React, Node.js, Ruby on Rails, Structured Query Language (SQL), PostgreSQL

PROFESSIONAL HISTORY

Cord Blood Registry   **Field Operations Administrator**
Los Angeles, CA (Remote)   August 2021 - June 2022
- Perform kit orders and kit inventory transfer transactions with Microsoft Dynamics AX 2012
- Maintain provider and facilities updates with data entry, research, and administrative support in Salesforce
- Ensure data integrity by performing data validation within Tableau

Comerica Bank   **Customer Service Representative**
San Jose, CA   June 2020 - July 2021
- Provide exceptional customer service to ensure customer satisfaction and positive customer relationships
- Utilize MS Office for data entry to create and maintain mailings and financial information
- Order and return processing, using SAP Ariba, purchasing supplies, important documents, and essential business forms, Database management, using Salesforce, for sales tracking and customer referrals

Sonoma State University Library   **Order Entry Clerk**
Rohnert Park, CA   August 2015 - May 2020
- Order processing to retrieve requested materials, track shipments, and deliveries
- Order fulfillment and management - process all orders and requests with precise accuracy in a timely manner
- Data collections using SpringShare, a cloud based SaaS Platform Software, for resourcing, Information management using MS Office for data entry and database management

Comerica Bank   **Data Support Specialist (Intern)**
San Jose, CA   June 2019 - Aug 2019
- Administer data entry transfers of information to Microsoft Sharepoint, a cloud-based database system
- Oversee secure database of venture capital and private equity firms using MS Office
- Responsible for the data collection and management of commercial lending and charge offs

Santa Clara County, Executive Office   **Equal Opportunity Specialist (Intern)**
San Jose, CA   June 2018- August 2018
- Assist in legal issues and provide conflict resolution services for county staff and departments
- Evaluate, process, and file complaints and alleged discrimination claims, accepting or dismissing claims, and gaining clarification from employees
- Process and manage completed and revolving cases in a MS Office database system

Santa Clara County, Finance Department Office   **Accounts Payable Associate (Intern)**
San Jose, CA   June 2017-August 2017
- Assist with clerical duties including invoicing, order processing payments, and managing expenses
- Construct general ledgers and journal data entry with daily use of MS Office
- Create, maintain, and organize data records with SAP database system software

EDUCATION

Certification, Software Engineering   **Flatiron School**
Denver, CO (Remote)   Graduated October 2022

Bachelor's of Science in Business Administration (Finance)   **Sonoma State University**
Rohnert Park, CA   Graduated May 2020