

Justin Nguyen

+1 (713) 822-0811 | justin.nguyen@utexas.edu | [linkedin.com/in/jbn395](https://www.linkedin.com/in/jbn395) | JustinTheEnigmatic.github.io

EDUCATION

University of Texas

currently on hiatus

Majors: Physics, Astronomy, Computer Science; Minors: Business Foundations, German

Austin, TX

EXPERIENCE

Customer Service Specialist

April 2020 – February 2021

H-E-B

Austin, TX

- Maintained daily functioning of the eStore department by completing hundreds of orders per day
- Fulfilled customers' online orders in an efficient and high quality manner
- Answered customers' questions and complaints in a way to ensure that the customers are always cared for
- Established a safe and smooth working condition by ensuring a safe food temperature of customers' orders, creating an efficient workflow for the shopping, storing and retrieving of the orders and following CDC guidelines to provide a safe environment for colleagues and guests during the COVID-19 pandemic

Student Assistant

July 2014 – March 2020

UT Libraries

Austin, TX

- Ensured daily operation of the library through opening and closing procedures at numerous branches of the UT Libraries system
- Scanned journals, books and other print materials to patrons utilising the InterLibrary Loan service
- Navigated the Sierra and Alma systems to check-in and check-out materials, search library call numbers and inquire patrons' records
- Answered questions pertaining to books, journals and research articles as well as general questions
- Aided faculty and students in searching various physical and online research databases for research materials
- Shelled physical materials such as books, journals and disc media using the Library of Congress classification

Intramural Official

September 2014 – July 2017

UT RecSports

Austin, TX

- Officiated flag football and soccer intramural games
- Enforced rules and penalties to all participants including students and guests
- Kept scores of the games and violations by teams and individuals
- Resolved conflicts involving players or other officials
- Remained consistent in enforcing rules and penalties to ensure integrity and earn trust between participants, guests and fellow officials
- Maintained fields to ensure a safe and consistent playing environment

Student Associate

August 2012 – December 2018

UT Department of Intercollegiate Athletics

Austin, TX

- Provided a quality customer service experience while assisting customers in purchasing and/or picking up tickets
- Resolved guests' problems and complaints in a professional manner
- Ran gameday shuttle service to and from ADA parking areas around UT athletic facilities
- Manned information stations and implemented the Tag-A-Kid wristband program for football and volleyball games

Editor-in-Chief

May 2010 – May 2011

Ranger Review

Sugar Land, TX

- Controlled all operations of newspaper production to meet deadlines
- Managed newspaper crew, including splitting up assignments and tasks and obtaining advertising contracts
- Designed newspaper using Adobe InDesign to ensure a clean and presentable end product

SKILLS

Technical: C, HTML/CSS, Java, \LaTeX , Matlab, Python

Languages: English (native), German (conversational), French (elementary), Spanish (elementary)

Applications: Adobe Acrobat, InDesign, Photoshop; Final Cut Pro; Microsoft Excel, PowerPoint, Word