Michael N. Nguyen

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Summary

- Created a web application that utilized Python and Django and a text messaging API for a startup.
- Recognized as a valuable employee that trains new hire in the work flow at UH IT Support desk.
- Recognized as the #1 sales representative for of the entire Houston market for 10 months.

Education

University of Houston   May 2017
Houston, TX
Pursuing a Bachelor of Science in Computer Science   Cumulative GPA: 3.33

Work Experience

Co-Founder & Lead Developer   January 2015 – Present
University of Houston

- Interviewed 100+ potential customers to learn about market needs and implement it into the prototype.
- Collaborated with a team to develop the website, Guestographer, for the at Bayou Startup Showcase.
- Showcased the prototype for 500+ attendees including investors and customers at the Bayou Startup Showcase for potential investments or service of the website.

Customer Service Specialist I   August 2014 – Present
University of Houston

- Respond to 120 requests for technical assistance in person, via phone, or electronically a week on an average, related to student or faculty online accounts and passwords, so they are about to use their accounts effectively and easily.
- Worked on 1 project with the Lead Supervisor of User Services in Desktop Support in creating a new concept classroom called the Active Learning Classroom for an interactive learning experience.
- Supporting and troubleshooting 20+ requests weekly of malware and software installation issues for students, faculty, and staff so they can productively use their computers.

Customer Service Representative   February 2009 - March 2011
T-Mobile USA, INC.

- Created 30 new customer accounts a month on average to create more revenue for the company and improved the customer's telecommunication experience.
- Upgrade 50 current customer's phone plan and/or phone a month to have the customer renew their commitment to the company and increase the customer's contact with the company.
- Recognized as the number 1 seller from March 2009 to January 2010 for creating more than 50 new customer accounts and upgrading more than 70 current customer's phone plan every month.

Membership and Awards

- Dean's List   Fall 2014
- Management Information System Student Organization – Tech Committee   2015 – Present
- National Honor Society – UH Chapter   September 2013 – Present

Skills

- Proficient: Apple OS, Windows, Linux, C++, Python, HTML, CSS, BMC Remedy
- Troubleshooting, disassembling, and reassembling any electronic devices
- Created a personal VPN server with open-source software platform.
- Created a personal cloud storage server with open-source platform.