

Royce Nguyen

(713) 382-6584 | Royce_n707@icloud.com | <https://www.linkedin.com/in/royce-nguyen-218552210/>
[20955 Field Manor Lane] [Katy, Texas, 77450]

OBJECTIVE

Passionate and customer-focused individuals seeking a position to leverage strong communication skills, a positive attitude, and a commitment to excellent service. Eager to contribute to a dynamic team and provide an exceptional experience for customers.

Key Qualifications:

- **Empathy** — Understanding the emotions of others is important if you want to effectively engage with coworkers, managers, direct reports, customers and clients. Whether for a senior leadership or staff-level role, the ability to put yourself in someone else's shoes is a valuable trait.
- **Positivity** — Able to approach difficulties with a can-do attitude. Resilience and determination, not a negative mindset.
- **Strengths:** Great listener, honest, loyal, able to contribute to positive and productive work in teamwork environments.

EDUCATION

Seven Lakes High School	Graduated: May 2021
Houston Community College	Graduated: May 2024
Associate of Science in Computer Science	
Major: Computer Engineering, GPA: 3.5	
Dean's List [December 2021]	
University of Houston	Anticipated Graduation: December 2026
Bachelor of Computer Science	
Major: Computer Science, GPA 3.2	

SKILLS

- **Customer Service:** Excellent communication skills with a focus on creating positive customer interactions.
- **Problem Solving:** Quick and effectiveness in resolving customer issues, ensuring a smooth experience for all guests.
- **Teamwork:** Collaborative team player, supporting colleagues to meet store goals and delivering excellent service.
- **Time Management:** Ability to handle multiple tasks in a fast-paced setting while maintaining attention to detail.

VOULNTEER EXPERIENCE

Volunteer for Sponsoring the School's Bowling Club | [Fish camp]

Katy, Texas — [8/8/2019]

- Aided guests, students, and parents if they had questions about the organization we're sponsoring, answered questions, and ensured a positive experience.
- Worked as part of a team to coordinate activities and ensure smooth event operations.
- Handled tasks such as setup, cleanup, and organizing supplies, demonstrating reliability and attention to detail and getting people registered to the roster if they were interested in joining.

School Club Involvement | [Bowling Club]

Katy, Texas — 2019-2021

- Assisted with organizing events, fundraisers, or social gatherings, showcasing teamwork and organizational skills for any upcoming bowling tournaments.
- Communicated effectively with teammates or class members, fostering positive relationships and collaboration.
- Managed group tasks, ensuring all responsibilities were completed on time.

LANGUAGES

Able to fluently speak English, and I know a vast majority of Spanish, but not fluent

AVAILABILITY

Available to work based on the preference of the position, but I can work Mondays-Friday with the starting point at 10am due to the location of my home.