

NICHOLAS TRUONG

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EDUCATION

University of Central Florida
B.S. Clinical Psychology

May 2023

Pasco-Hernando State College
Associates in Arts (General Studies)

December 2020

Relevant Coursework: *Statistical Methods in Psychology, Research Methods in Psychology, Psychopathology, Social Psychology, Cognitive Psychology, Clinical Psychology, Biobehavioral Anthropology, Personal Training, Self-Directed Behavior*

PROFESSIONAL EXPERIENCE

Sales Representative
DialAmerica for SiriusXM

March 2019 - July 2019
Tampa, FL

- Made outbound calls from an office call center to SiriusXM customers giving sales pitches for extending subscriptions, upselling, and providing support as needed.
- Gained fundamental business, customer service, sales, technical skills, and telephone communication experience.
- Engaged in creative problem-solving and professional phone etiquette while maintaining quality assurance.

Barista
Starbucks Corp.

October 2019-September 2021
Spring Hill, FL

- Assisted in the grand opening of a store in October 2019, while working in various stores throughout the district.
- Increased customer connection score to become the highest-rated Starbucks in the district.
- Gained valuable experience working efficiently under pressure, teamwork, leadership, and managed closing duties.

Student Manager
UCF Athletics

April 2022- November 2023
Orlando, FL

- Help the coaching staff run practice efficiently by participating in drills, providing hydration, rebounding, wiping sweat off the court floor, and gathering equipment.
- Gained fundamental sports business, communication, and collegiate athletic exposure in basketball and kinesiology.
- Travels with the team for away games and helps out in games by assisting coaching staff.

RESEARCH EXPERIENCE

Undergraduate Research
University of Central Florida

August 2021 - May 2023
Orlando, FL

- Collaborated with a team of researchers to design and implement multiple scientific research studies, i.e. investigating the relationship between personality types and willingness to assist others, all of which involved collecting and analyzing data using statistical software (SPSS).
- Presented research findings via Zoom conference, effectively communicating complex statistical analyses and conclusions to an audience of professionals and students in the field.

Comprehensive Computer Experience
Windows Desktop

- Researched and selected appropriate computer components based on budget, performance needs, and compatibility.
- Installed and configured operating system, drivers, and necessary software.
- Conducted stress tests and benchmarks to ensure system stability and performance.

Personal Training/Fitness
Physical transformation and training protocol

- Successfully achieved a personal weight loss of 90 pounds through the implementation of proper nutrition and exercise techniques, leading to an understanding of effective weight loss strategies.
- Created an extensive training program in Excel for building muscle, incorporating both aerobic and resistance training techniques. The program has been reviewed and validated by a renowned professional trainer, demonstrating a high level of expertise in the field of fitness.