

# NICHOLAS TRUONG

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## EDUCATION

University of Central Florida (Orlando, FL)  
*Bachelor of Science (BS) - Clinical Psychology*

May 2023

*Data Analytics and Visualization Boot Camp - Certificate*

November 2023

Pasco-Hernando State College (New Port Richey, FL)  
*Associates in Arts (AA) - General Studies*

December 2020

**Relevant Coursework:** *Statistical Methods in Psychology, Research Methods in Psychology, Psychopathology, Social Psychology, Cognitive Psychology, Clinical Psychology, Micro Apps, Python, Neural Networks and Deep Learning, Big Data*

## TECHNICAL SKILLS

Certifications	Data Analytics and Visualization (Nov. 2023)
Languages	Python, SQL, JavaScript (JSON), HTML, CSS
Tools	Microsoft Office Suite, Jupyter Notebook, Visual Studio Code, Postgres, Tableau, PowerBI, MongoDB

## PROFESSIONAL EXPERIENCE

Sales Representative March 2019 - July 2019  
*DialAmerica for SiriusXM* 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 October 2019-September 2021  
*Starbucks Corp.* 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 April 2022- November 2023  
*UCF Athletics* 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 August 2021 - May 2023  
*University of Central Florida* Orlando, FL

- Collaborated with a team of researchers to design and implement a study investigating the relationship between personality types and willingness to assist others, 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 and Mac Systems*

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