

Diem Nguyen

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Summary of Qualifications

- Strong verbal and written communication skills in both English and Vietnamese
- Knowledge of Vietnamese culture as well as other Asian cultures
- Ability to work collaboratively with professionalism with all levels of staff
- Work well under pressure; consistently focused on the details and deadlines
- Familiarity with standardized work flow processes and their importance in relationship to quality and efficiency
- Comfort in a self-directed environment
- Proficient use of standard Microsoft Office software, Outlook, and Web Search
- Proven ability to work with a team of people to accomplish complex tasks and meet deadlines

Education

Degree/Certificate	Mt Hood Community College • Gresham, OR	2011-2013
<ul style="list-style-type: none">• Tutoring and Instructional Issue Certificate Level I• Tutoring and Instructional Issue Certificate Level II• First Aid/CPR		
High School Diploma	Newberg High School • Newberg, OR	2011
<ul style="list-style-type: none">• GPA: 3.0• Knitted blankets for the hospital as a senior project• Member of swim team and tennis team		

Professional Skills and Experience

Support Services

- Check items out and in
- Make appointments
- Managing book orders
- Responding to student requests for assistance

Computer Skills

- Microsoft Word
- Internet Research with Analyzing authority, bias, and the currency of a website
- Using Library computer software to scan books on hold

Organizational Skills

- Managing time well
- Shelving books in order
- Highly detail oriented

Professional Work History

Library Assistant (Techno Host Volunteer)	Rockwood Library • Portland, OR	2012
ASG Election Committee Member	Mt. Hood Community College • Portland, OR	2012
Computer Lab Assistant	Mt. Hood Community College • Portland, OR	2012-2013
Computer Lab/Tutoring Center Monitor	Mt. Hood Community College • Portland, OR	2011-2013
Tutor	Mt. Hood Community College • Portland, OR	2012-2013