**Tram Nguyen**

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Accomplished business professional & program administrator with proven track record of using database methods & tools to achieve strategic and tactical objectives. A clear written & oral communicator with strong team building, planning, and interpersonal skills

# PROFESSIONAL EXPERIENCE

**MAOP Data Validation Analyst February 2012 – July 2013**

*Associate Consultant at Celrity Consulting Group, San Francisco, CA*

* Created Excel tools and macros to collect data to produce weekly productivity metrics to account for budgetary spending - saved company from overspending ~$300K
* Co-wrote Leak Survey Validation procedures guidelines to be used as the main training tool for all employees
* Audited 6,000 gas records to document and fix compliance errors in audit findings – saved company ~$5million in penalty charges
* Validated and documented gas records for 2,840 pipeline segments to ensure pipe specifications and operating pressure meets CA Public Utilities Commission compliance requirements –saved company $3.5million
* Reconciled and consolidated 1,600 historical gas paper records to perform data clean up to enhance data accuracy and completeness to migrate correct data into Geographical Information System – saved company ~$200K
* Performed Quality Control of 6,500 documents to ensure data validation error rate is less than 2% in order to provide complete and accurate data for State auditors

**Director May 2009 – February 2012**

*My Beauty & Barber College, Sacramento, CA*

* Prepared, researched, and managed college’s accreditation program & maintained oversight of institutional assessment & operations
* Developed and managed school’s multi-year financial planning and budgeting process and provided policy oversight & approval
* Directed college’s administrative team, financial resources, facilities, institutional assessment, and short/long-term planning
* Collected and analyzed data using MS Excel to administer and develop the College’s institutional assessment and improvement plan
* Ensured college operated in compliance with federal and state standards, achieved its mission, and fulfilled obligations to students
* Facilitated strategic planning and process improvement initiatives; maximized students’ experience and increased student enrollment
* In two years, increased student graduation rate to 93%, CA State Board passage rate to 100%, and student employment rate to 90%
* Applied laws, regulations, statues, and policies affecting educational programs; maintained safety of students, management, and staff

**HIV/AIDS Program Coordinator (Public Health) Jan 2008– March 2009**

*US Peace Corps & Catholic Relief Service (CRS), Zambia*

* Planned, developed and received $4000 grant for the first Keyhole Garden training project in Northern Province; developed instructional manuals and planned logistics to replicate training sessions at all CRS sites across Zambia!
* Trained and empowered individuals and health volunteers in rural communities to lower HIV/AIDS prevalence in Zambia
* Ensured HIV-positive patients received access to Anti-Retroviral Therapy (ART), high quality medical care, and drug procurement
* Directed and trained counselors to recruit 520 people to participate in HIV Voluntary Counseling and Testing (VCT) program; arranged for HIV-positive patient transfers to district hospitals to access to medical care, hematology, and CD4 count follow-ups
* Chaired programs overseeing intensive HIV treatment, prevention of mother-to-child transmission, prevention of opportunistic infections, improvement of laboratory practices, maintenance of equipment, quality control, and reagent supply management
* Organized, trained, and provided caregivers from all Home Base Care sites with gardening tools needed to build 207 regional gardens

**HIV/AIDS Program Coordinator (Public Health) May 2007 – Jan 2008**

*US Peace Corps, Kenya*

* Researched Rabour's declining cotton industry and worked with farmers to revive cotton production to raise region’s poverty level
* Mapped-out Rabour Region, tested local community for HIV/AIDs, and developed grant for centrally-located AIDS treatment center
* Conducted Safe Sex Practices workshops and collaborated with CDC to provide one week of free HIV testing and counseling
* Implemented youth-friendly projects at Alendu Voluntary Testing and Counseling for youths to discuss safe sex practices

**Director Nov 2005 – May 2007**

*My Beauty & Barber College, Sacramento, CA*

* Developed financial and operational plans to open state-of-the-art beauty college; managed efficient operations & educational quality
* Applied for and attained CA State approval to open college and administer private post-secondary vocational educational programs
* Organized new school structure and recruited qualified management and administrative personnel to realize mission and objectives
* Established school operating policies and procedures for all educational programs in conjunction with state regulatory requirements
* Increased student graduation rate to 89%, CA State Board passage rates to 100%, and student employment rate to 84%

**EDUCATION & TRAINING**

* **University of California**, Davis, CA: **BA Degree** – **Philosophy** (science emphasis); Minor – **Religious Studies** & **Biology**
* Completed 150 hours of Kiswahili language training – proficient at intermediate level