

# Anh Cindy Nguyen

149 Milby Crescent, Bradford, ON, L3Z 0X8

T: 647-829-8987; E: [cnguyen.msc2021@ivey.ca](mailto:cnguyen.msc2021@ivey.ca); L: <https://www.linkedin.com/in/anh-cindy-nguyen-711b7b168/>

## EDUCATION

**Ivey Business School, Western University**, London, ON, Canada 2021

*Candidate for Master of Science in Management (MSc), Business Analytics*

- Recipient of the Richard Ivey MSc Excellence Award for academic excellence and leadership (2020)
- MSc Association, Vice-President Business Analytics (2020-2021)

**Western University**, London, ON, Canada 2014-2018

*Bachelor of Science, Honors Specialization in Interdisciplinary Medical Sciences*

- Dean's Honor List (2014-2018)
- Recipient of the Western Scholarship of Excellence for academic excellence (2014)

## WORK EXPERIENCE

**Chubb**, Toronto, ON, Canada 2018-Present

*Business Operations Associate*

- Facilitated communication between internal and external clients to ensure accurate policy issuance by being the first point of contact for all parties; reduced average turn-around times by 50% and improved client satisfaction.
- Collaborated with co-workers to create new internal process documents that outlined the step-by-step instructions for policy issuance, leading to increased operational efficiency and upgraded training documents.
- Organized events for the annual United Way Campaign with fellow committee members by leading a group of over 20 employees in a community outreach initiative; helped the company exceed annual donation goals while improving company culture and fostering inter-divisional communication.

**La Carnita**, Toronto, ON, Canada Summer 2016

*Server*

- Engaged in face-to-face communication with a diverse clientele in a fast-paced, food and service environment to maintain quality customer service, enhancing customer satisfaction and overall sales.
- Collaborated with co-workers to upsell products in order to maximize revenue per customer; led to an increase in the sales team's performance bonus.

**Commonwealth Legal Inc.**, Toronto, ON, Canada Summer 2015

*Document Coder*

- Awarded most efficient new document coder in the department based on a week of supervision by senior management, outperformed fellow coders in accuracy, efficiency and output which contributed to the team's overall performance.
- Coordinated with coders and project managers to assess project deadlines and deliverables, to help senior management maintain the company's service levels and improve turn-around times.
- Analyzed evidence and discovery from litigation and class actions to code documents into a searchable e-discovery database, which helped clients and lawyers prepare for court.

## OTHER ACTIVITIES & INTERESTS

**Because I am a Girl Western**, Co-founder, VP of Events 2016-2018

- Co-founded Because I am a Girl Western to promote gender equality through various social events and create a space for open dialogue on campus; increased awareness and donations for the cause within the community.

**Project Abroad**, Volunteer 2014

- Developed interactive English educational programs for children ranging from four to eight at a church-run orphanage and daycare in Costa Rica; helped children develop their English skills and future goals.

**Languages:** Fluent in English and Vietnamese

**Technical Skills:** R, Python, SQL, Microsoft Office

**Interests:** Travelling, non-fiction reading, dancing