

# DANNY NGUYỄN

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## WORK EXPERIENCE

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### Guild Education

San Francisco, CA / Remote

*Sr. Partner Operations Associate (Learning Partner Operations)*

*June 2021 - Present*

- Work cross-functionally with internal teams to complete data investigations through Salesforce, Google Sheets, Airtable, and Guild's proprietary product to solve for issues affecting user/partner experience
- Support account management stakeholders' in data analyses through development of Looker reports and dashboards to inform account trends and strategic goals
- Inherited and successfully executed a manual data exchange process involving internal and external stakeholders that impacted 200 users within 3 months of starting role
- Supported implementation team in launching 7 learning partner product lines
- Collaborated with external partners to develop standard operating procedures to improve user experience
- Launched an internal knowledge management project using Confluence to support organizational growth and scaling

### 2U, Inc.

Lanham, MD / Remote

*Content Coordinator (Quality & Automation Team)*

*July 2019 - May 2021*

- Overhauled google sheets report template with automations, intuitive formatting, and infrastructure for data analytics through Google Data Studio - cut down manual setup time from 45 min. to 10-15 min.
- Hosted focus groups and created functional documentation on new QA report template, including user manuals, changelog with versioning history, and feedback channels to track bugs and change requests
- Created and maintain Jira dashboards with filters to track workflow and deadlines for individual contributors and Content QA team

*Student Success Advisor (USC's Online MA in Teaching)*

*Sept. 2017 - Dec. 2018*

- Implemented a survey to collect quantitative and qualitative data on students' study habits and resources in order to identify new approaches to support students in the credential testing phase of their program
- Managed a caseload of approximately 200 graduate students through proactive outreach and provided clear and concise communication through email, phone, and video conferencing

## EDUCATION & CERTIFICATIONS

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### UCI Coding Boot Camp

Full Stack Curriculum

*In Progress*

### Scrum.org

Professional Scrum Master I (PSM I)

*March 2021*

### University of California, Los Angeles

M.Ed., Student Affairs

*June 2015*

### University of California, Irvine

B.A., Psychology and Social Behavior

*June 2013*

## SKILLS & INTERESTS

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### Skills & Tools:

- Jira, Salesforce, & Looker
- Google Suite & Google Data Studio
- Lucidchart, Confluence, & Asana
- Adobe Photoshop & Premiere

**Interests:** Photography & Videography, Travel, Cycling, Hiking, Camping, Climbing, Lion Dance