

Jacqueline Nguyen

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Detail-oriented and creative aspiring web developer with a strong foundation in front-end and full-stack development, transitioning from a background in financial aid and auto claims. Experienced in problem-solving, data analysis and customer-focused solutions, bringing a unique perspective to building intuitive, user-centric applications. Adept in leveraging analytical skills and design principles to enhance functionality and user experience. Passionate about continuous learning and innovation with a keen interest in developing digital solutions for the auto insurance and education sectors.

TECHNICAL SKILLS

JavaScript ES6+, CSS3, HTML5, SQL, NoSQL, GitHub, MongoDB, MySQL, Express, React.js, Node, Bootstrap

RELATED EXPERIENCE

Knowbie | <https://github.com/nandyamit/knowbie> | <https://knowbie.onrender.com/>

- Summary: Engaging knowledge-testing platform designed for users of all ages to test their general knowledge across various categories and track progress over time.
- Role: Full-Stack Collaborator
- Tools:
 - Front-End: React.js, TypeScript, Tailwind CSS, Recharts (for data visualization), SWR (for efficient data fetching)
 - Back-End: Node.js, API routes, Sequelize, JWT, Bcrypt, Open Trivia API, OpenAI API

Bedecked | <https://github.com/flynno-io/bedecked> | <https://bedecked.onrender.com/>

- Summary: Randomized yet customizable Magic the Gathering deck builder pulling over 90,000 cards from the Scryfall API to allow users to experience both the fun and creativity of Magic the Gathering.
- Role: Full-Stack Collaborator
- Tools: React.js, TypeScript, Node.js, PostgreSQL, Sass, Scryfall API

Grab-A-Table | <https://github.com/flynno-io/grab-a-table> | <https://flynno-io.github.io/grab-a-table/>

- Summary: Restaurant listing application that allows users to find and reserve a table at a participating local restaurant
- Role: Front-End Collaborator
- Tools: HTML, CSS, Bootstrap, JavaScript

ADDITIONAL EXPERIENCE

Student Services Specialist **04/2022 - 10/2024**
GateWay Community College Financial Aid **Phoenix, AZ**

- Processed and packaged an average of 20+ financial aid applications per week, ensuring 100% compliance with Title IV federal regulations.
- Verified, awarded, and adjusted aid packages across both Credit and Clock Hour programs, reducing student processing delays by 25%.
- Managed intake and secure handling of over 15 confidential documents daily, maintaining full FERPA and federal eligibility compliance.
- Delivered support to over 30 students and families weekly, guiding them through FAFSA, scholarships, and appeals with clarity and empathy.

Student Learning Facilitator **02/2020 - 04/2022**
GateWay Community College Learning Center **Phoenix, AZ**

- Tutored over 10 students per week in multi-level math courses, both in-person and online, increasing student pass rates by 20%.
- Designed and led targeted review sessions, resulting in a 10% improvement in student test scores on average.

Asian In-Language Injury Claims Specialist **12/2018 - 07/2019**
State Farm Mutual **Tempe, AZ**

- Investigated and resolved an average of 25 claims per week, accurately determining liability through interviews, documentation, and police reports.
- Negotiated and settled first- and third-party bodily injury claims up to policy limits, conducting bilingual (English/Vietnamese) negotiations and evaluations.
- Reduced claim processing times by 5% by streamlining data review of medical records and improving documentation workflows.

EDUCATION

Bachelors of Science in Actuarial Sciences **Expected 12/2027**
Arizona State University **Tempe, AZ**

Certificate in Coding and Full Stack Web Development **02/2025**
Arizona State University and edX **Tempe, AZ**

Bachelors of the Fine Arts in Drawing
Arizona State University **Tempe, AZ**