

Jason Tuan Nguyen

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EDUCATION

Michigan State University - GPA 3.83/4.00

Bachelor of Arts – Information Science

January 2024 – May 2026

Relevant Coursework

Methods of Understanding Users, Intro to Applied Programming, Web Design Development, Understanding Media and Information

Lansing Community College

Transfer Studies

August 2021 – December 2023

WORK EXPERIENCE

Jackson National Life Insurance – East Lansing, MI

Strategic Support Skill Leader

January 2022 – Current

- Collaborate with financial institutions to ensure seamless fund transfers for our clients
- Follow detailed written policies and procedures to support error-free work
- Use a variety of Jackson databases, software, and spreadsheets when efficiently and accurately processing transactions and completing account maintenance for clients
- Lead weekly interactive skill processing trainings for associate knowledge and performance enhancement
- Foster and encourage department culture and expectations through onboarding and orientation facilitation

Plato's Closet – East Lansing, MI

Shift Leader

December 2020 – January 2022

- Maintain efficient work processes to ensure store readiness that meets customer satisfaction
- Acquire and refine knowledge of current fashion trends to align products with market needs
- Provide thorough and accurate information to customers, ensuring their needs are met

RELEVANT PROJECTS

Affinity Diagram - Organization of User Experiences with Online Privacy using Miro

- Successfully organized the Miro board to classify different user experiences with team members. I interpreted the opinions of various users on their grasp of online privacy, grouping general feedback to improve online privacy and recommending solutions to mitigate the users' concerns.

SKILLS

Technical Skills - HTML, CSS, Microsoft Applications, Miro, Git, Figma

Soft Skills - Creative Problem Solving, Effective Communication, Time Management