

# Jason Tuan Nguyen

(517) 940-1602 | [nguy1442@msu.edu](mailto:nguy1442@msu.edu)

## EDUCATION

### **Michigan State University; GPA: 3.75**

*Bachelor of Arts – Information Science - Human Centered Technology* January 2024 – May 2026

#### ***Relevant Coursework***

Methods of Understanding Users, Advanced Web Design and Development, Evaluating Human-Centered Technology, Media and Information Research, Interactive Prototyping, Human Robot Interaction

### **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 product 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.

### **Usability Study - Evaluating Usability of a Website, Discovering Flaws, and Providing Solutions**

- Collaborated with a team to test the usability of [Delta.com](https://delta.com). Our team conducted "Think-Aloud Protocol" to various users giving them tasks to complete, compiling issues involving the usability of the website. Our team generated viable solutions to resolve usability issues.

## SKILLS

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

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