

Lillian Nguyen

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EDUCATION

Bachelor of Arts in Anthropology

University of California, Los Angeles

Jun 2020

Los Angeles, CA

Relevant Course Projects

- *User Experience Design*: Redesigned the San Jose 311 app to create an intuitive design that allows people to use more efficiently and effortlessly
- *User Experience Research*: Generative research on communication during the student's telehealth experience at UCLA's Counseling and Psychological Services

LEADERSHIP EXPERIENCE

Co-Executive & Co-Cultural Events Director

Vietnamese Language and Culture (VNLC) at UCLA

Jun 2019 - Jun 2020

Los Angeles, CA

- Facilitated effective communication and work flow between finance, internal relations, public relations, and service site operations to build a strong internal staff and improve team chemistry
- Co-chaired the annual Tet Festival (Vietnamese New year) in the execution and organization of the logistics, funding, performances, publicity, and related aspects of the event
- Recruited (30+) volunteers in-person and on social media to participate in the Tet Festival, strengthening relationships through volunteer appreciation and socials
- Mobilized a team of (7) coordinators to support and liaise with volunteers in each performance component, emphasizing engagement and bonding to improve retention
- Partnered with (6) other organizations to engage a wider community in supporting cultural education games and activities, resulting in increased visibility and appreciation of Vietnamese culture
- Managed and co-created weekly cultural awareness content, increasing Instagram followers by 150+ in 3 weeks and enhancing online presence

WORK EXPERIENCE

Deck Coordinator/Clubhouse Staff

UCLA Recreation

Jan 2020 - Mar 2020

Los Angeles, CA

- Monitored and recorded attendance of youth athletes at swimming pools
- Engaged with youth in group/independent age-appropriate activities or study time
- Maintained safety and order in the deck areas and childcare facility

Recreation Leader

City of San Jose

Jul 2018 - Sep 2018

San Jose, CA

- Processed transactions, handling \$300-500, and encouraged ticket upgrades to reach sales goals
- Oversaw 1-2 employees on special events, ensuring smooth operations and team effectiveness
- Resolved customer disputes with open communication and attentiveness to guarantee satisfaction

Reading Guide

BookNook

Mar 2017 - Jun 2017

San Jose, CA

- Independently executed a reading intervention app in groups of 4 with second graders
- Partnered with teachers to schedule sessions for up to 16 students based on their reading level
- Improved overall reading growth, confidence, and engagement in each student within 3-4 months