

Megan Nguyen

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SUMMARY

Highly motivated and dedicated Information Sciences student at Michigan State University with a strong foundation in communications, digital content management, and strategic project coordination. Possesses a dynamic blend of technical proficiency, leadership, and creative problem-solving skills, gained through diverse experiences in media communications, entrepreneurship, customer service, and administrative roles. Proactive and adaptable, thriving in fast-paced environments with a commitment to continuous learning and self-improvement. Exceptional attention to detail and a results-driven mindset consistently lead to impactful solutions and the highest standards of professionalism in all endeavors.

WORK EXPERIENCE

Office of Research and Innovation, MSU Communications/Media Assistant II

East Lansing, MI
January 2025- Present

- Edited and updated content on multiple university-supported websites, ensuring accuracy, relevance, and engagement for target audiences.
- Audited web pages for outdated content and web accessibility issues, implementing remediation strategies to enhance user experience and compliance.
- Developed comprehensive documentation and “how-to” guides for website management, improving content maintenance efficiency for internal teams.
- Collaborated with cross-functional teams to develop and implement content strategies that align with departmental goals and audience needs.

Apple Apple Specialist

Lansing, MI
October 2024- January 2025

- Delivered exceptional customer service by providing in-depth knowledge of Apple products, helping customers make informed purchasing decisions.
- Assisted customers with setting up devices, offering personalized support for software installations, data transfers, and product configurations to enhance user experience.
- Troubleshooting hardware and software issues, resolving common technical problems and referring complex cases to the appropriate teams.
- Utilized strong communication skills to identify customer needs, provide tailored solutions, and promote brand loyalty, consistently exceeding sales goals.

Lush Nails And Spa Project Coordinator and Co-Founder

Royal Oak, MI
May 2024- Present

- Spearheaded the acquisition of essential permits, including building, sewage, and signage, ensuring full compliance with local regulations and facilitating the seamless establishment of the business. Successfully obtained good standing business and LLC status, providing a solid legal foundation and enhancing credibility.
- Managed cross-functional communications and project logistics, including drafting, coordinating, and sending official correspondences, maintaining consistent and transparent information flow throughout the project lifecycle.
- Acted as the primary liaison between architects, city officials, and internal stakeholders, facilitating effective communication and ensuring alignment on project requirements and timelines.

Michigan State University, Retail and Hospitality Services Branch Offices Assistant

East Lansing, MI
January 2024- September 2024

- Ensured student compliance with uniform policies by conducting regular rounds across multiple locations, addressing policy adherence, and assessing resource needs.
- Oversaw and managed schedules for over 200 students, effectively coordinating attendance, resolving scheduling conflicts, and maintaining accurate records.

- Led onboarding and training programs for new staff, ensuring consistent understanding of job responsibilities and operational procedures across all locations.
- Facilitated communication and operational efficiency by drafting and sending emails regarding attendance issues, schedule changes, and other administrative matters.

Sparty's

East Lansing, MI

Store Clerk

September 2022- December 2023

- Greeting customers kindly, assisting customers by locating products and answering questions, managing difficult situations, and resolving complaints in a professional manner to ensure customer satisfaction.
- Operating cash registers to process transactions, handling various forms of payment, and ensuring accurate sales transaction reports along with balanced registers.
- Conducting inventory checks while ensuring attractive organized displays of products using shelves, racks, and displays.
- Collaborating with team members to ensure smooth store operations and assisting willingly to support a more efficient work environment.
- Handling fast paced retail environments, adapting to changing store needs and demands with ease.

INTERNSHIPS

Ferrara Law Offices

Roseville, MI

Legal Intern

June 2024– August 2024

- Developed and maintained a comprehensive digital filing system for legal documents, significantly enhancing the efficiency and accuracy of information retrieval for the legal team. Implementing website, advertising, shifting business towards a new specialty, conversing with clients, drafting important documents, marketing, dealing with important confidential files
- Managed the digitization and organization of extensive legal documents under the close supervision of experienced legal professionals, ensuring strict adherence to confidentiality and accuracy standards.
- Assisted lawyers with meticulous case preparation, including data handling, in-depth research, and document management, contributing to the successful and timely resolution of legal cases.
- Implemented advanced data management strategies to streamline document handling processes, improving operational efficiency and supporting the firm's commitment to excellence in client service.

EDUCATION

Michigan State University

East Lansing, MI

Communication Arts and Sciences in Information Sciences, Expected Diploma 2026

September 2022- Present

PROFESSIONAL SKILLS

Technical Proficiency: Extensive knowledge and hands-on experience with Microsoft Office (Word, Excel, PowerPoint) and Google Suite (Docs, Sheets, Slides). Efficiently manage and navigate both Microsoft Windows 10 and Mac OS X environments, ensuring seamless operation and productivity across platforms.

Exceptional Customer Service: Demonstrated ability to provide outstanding service, ensuring customer satisfaction and loyalty. Proven track record of effectively addressing customer needs, resolving issues promptly, and creating a positive and welcoming environment. Skilled in active listening, empathetic communication, and maintaining a professional demeanor under pressure.

Self-starter: Demonstrated strong work ethic by consistently meeting and exceeding daily performance goals, maintaining high standards of accuracy and efficiency, proven ability to work independently and take initiative, ensuring dependability and trustworthiness by maintaining integrity and confidentiality when handling data, and adhering to all regulations and protocols with ethical conduct in all professional interactions.

LANGUAGE COMPETENCIES

English: Native language

Vietnamese: Intermediate (speaking)