

Hanh Nguyen

Development and Customer Service



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SUMMARY

Well trained and highly experienced in customer service, I possess robust sales skills that I employ with equal dexterity via chat, text, email or verbally over the phone. My focus of every customer interaction is:

- providing quality service that exceeds expectation
- listening to the customer first and foremost to see what the issue or question is
- following through with prompt efficiency to resolve the issue or answer the question
- expressing courteous politeness at all times while employing proper etiquette
- representing the company to ensure the customer maintains a good impression of our brand
- closing the sale to provide the customer with the resolution or satisfaction they were seeking

During the pandemic, I acquired skills in programming, development and coding applications relevant to this position with the possibility of growth in the technology sector.

SKILLS RELEVANT TO THIS POSITION

- **Customer Service:** Salesforce, Zendesk, Microsoft Office
- **Web:** NextJS, ReactJS, TypeScript, Javascript, CSS, HTML
- **State Management:** Redux, Valtio
- **Headless CMS:** Sanity, Contentful, Strapi
- **Database:** MongoDB, MySQL, MariaDB, PostgreSQL
- **API & Query Builder:** Prisma, Axios, GraphQL, Postman
- **Packages Most Used:** TailwindCSS, Leaflet, ChartJS, Mapbox, Framer Motion
- **Backend:** NodeJS, Linux terminal, Linux operating systems, VPNs, virtual private servers
- **Communications & VOIP:**
 - Chat: Getstream
 - XMPP: Signal CLI Protocol, Dino, Gajim, Conversations, Movim
 - SIP: Twilio, Vonage, VOIP.ms

PREVIOUS EXPERIENCE

Chumley's, New York, Line Cook *2018-2020*
An Choi, New York, Chef *2014-2018*
Haru, New York, Sushi Chef *2009-2014*
Payard Patisserie, New York, Prep Cook *2005-2009*
JP Morgan, New York, Portfolio Analyst *2001-2005*

Educated in New York with a Bachelor's Degree in Finance from St. John's University, 2001