

VICTORIA NGUYEN

SOFTWARE ENGINEERING



SKILLS

Microsoft Word



Software Solutions



Coding Specialist



Data/Business Analyst



Social Media Strategist



EDUCATION

Full-Stack Coding Boot Camp | July 2019

University of Pennsylvania

Master's in Business Intelligence and Analytics | Dec 2017

Saint Joseph's University, Philadelphia, PA

Bachelor of Science – Business Administration | May 2015

Major – Marketing | GPA 3.80

LaSalle University, Philadelphia, PA

CONTACT ME

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ABOUT ME

Full-Stack Coding Boot Camp expert with 5 years' experience in IT environment as Data Specialist and Web Designer, as well as extensive knowledge of software/database engineering tools, coding techniques and incorporation of user and business requirements to articulate root problems and translate analysis into secure, scalable and user-friendly solutions. Possess 9+ years background in Digital marketing and Customer Service, adept in business system analysis and automation, continuous process improvement, and technology operations and support. Competent in providing IT assistance in hardware installation and troubleshooting of desktop and laptop PC system components and configuring different operating systems.

PROFESSIONAL EXPERIENCE

IT EXPERIENCE

Lowther's Contracting

Burlington, NJ

Data Specialist & Digitizer

Jun. 2016 – Present

- Lead and drive data governance initiatives to ensure key metric principals are defined and followed across multiple organizations and lines of business.
- Participate on cross-functional project teams to identify critical items required from a reporting and analytics perspective.
- Input data into company's system for estimation purpose and manage inventory of warehouse and job sites.
- Digitize architectural drawings for current and future estimation.

Julian Network

New York, NY

Web Designer

Aug. 2011 – Jun. 2013

- Involved with design, development, testing, implementation, content and enhancements of new and existing applications to launch company's online presence.
- Created media for campaigns and digital initiatives that directly impact traffic to Julian Network, social properties and advertising.
- Responsible for researching, developing, editing and publishing original content for Julian Network's social media channels, and marketed new products by passing out flyers introducing products to potential customers.

EXPERTISE

SOFTWARE ENGINEERING:

Troubleshooting & installation |
Software development | Performance
evaluation | Technology Integration
| Maintenance & upgrading |
Operating system security |
Software migration | Systems
networking | Testing and documentation
| End User Satisfaction

CODING: Boot Camp | HTML | JavaScript
| CSS | MySQL | jQuery

DATA ANALYSIS:

Data
Visualization/Business Intelligence
Applications | Spreadsheets, internet,
and other business applications | Team
& Project leader | Data management &
analysis | Strong analytical, problem-
solving, and Troubleshooting skills.

DIGITAL MARKETING:

Multi-Site
Operations | Web Creation/Management
| Competition Analysis | Search Engine
Optimization (SEO) | Social Media
Communication

CUSTOMER SERVICE:

Relationship
building | Complaint procedures |
Positive language | Telephone
techniques | Customer satisfaction.

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REFERENCE

References Available Upon Request

PROFESSIONAL EXPERIENCE CONT'D

DIGITAL MARKETING & BUSINESS ANALYSIS EXPERIENCE

Our Lady of Mercy Regional Catholic School

Maple Glen, PA

Advancement Intern

Dec. 2014 – Jan. 2016

- Created original social media content suitable for publishing across all Our Lady of Mercy Regional Catholic School social media platforms and channels.
- Managed creative content for events that raise money for organization; for example, billboards, posters, flyers, and postcards.
- Created documents that organize important information, including, inventory of merchandise and contacts. Helped redesign the logo for the school to help with revamping of the OLM image.
- Monitored performance metrics for measuring the impact of published digital content across all the school digital channels and platforms.

Hope's Nail Salon

Burlington, NJ

Financial and Advancement

Oct. 2012 – Oct. 2014

- Created advertisements to launch business by creating and distributing flyers and promotional deals.
- Managed monthly expenses, recording transactions and disbursing payments to associated vendors.
- Analyzed profit and loss report to ensure revenue exceeded expenses and calculated and recorded employees' hours to create weekly paychecks.

CUSTOMER SERVICE EXPERIENCE

Custard & Cakes Creamery

Philadelphia, PA

Server

Apr. 2012 – Present

- Enhanced the dining experience by ensuring each guest received immediate, personalized and professional attention.
- Maintained a positive working relationship with fellow staff and management. Provided fast, friendly and professional service to all guests and beverage servers.
- Took orders, presented and explained specials, offered information, and made suggestions about the menu. Resolved complaints regarding food quality or service.
- Consistently maintained bar and work areas clean and sanitary in compliance with bar standards and local, state, and federal laws.