Thomas Nguyen

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PROFILE

Business student concentrating in MIS with diverse technical skills and knowledge, passionate about technology and data driven decision making. A problem solver who have technical experience providing support to user issues.

TECHNICAL SKILLS

- Microsoft Office
- HTML / CSS / JS
- WordPress / Google Analytics

- Data mining, predictive model building
- Visio / Balsamiq
- SQL / SAS / Python / R

TECHNICAL EXPERIENCE

Technical Help Desk Support (Volunteer)   May 2019 – Present

Vancouver Community Network (VCN)

- Provided technical support to users of the Vancouver Community Network by troubleshooting email login and network issues.
- Responded to in-person, telephone, and on-line inquiries about VCN services and the Internet.
- Documented and contributed to development of FAQ's and Help Pages using WordPress.

Director of Marketing (Volunteer)   September 2018 – Present

SFU Tech Entrepreneurs Club

- Initiated, designed and scheduled event posters and newsletter to emailing list using Photoshop & Canva.
- Automated new member sign ups using Google form, Zapier and Mailchimp.
- Reached out to professionals and invited them to come as speaker for club's events.

Global Engagement Student Committee (Volunteer)   January 2018 –January 2019

Global Student Center

- Assisted as technical support at Global Talent Night, a very successful event with more than 200 participants by troubleshooting issues and maintaining musical instruments.
- Facilitated intercultural engagement, working with peers to build a more inclusive campus community.

CUSTOMER SERIVCE EXPERIENCE

Dairy and frozen   May 2018 – February 2019

T&T Supermarket

- Working in a fast-paced environment and always keep product facing appealing to customers.
- Answering customers' queries and direct them to desired location.

Online Marketer   December 2017 – December 2018

Ambas Design (Fashion brand)

- Managed online Facebook page and website to improve online presence and increase customer satisfaction.
- Created Facebook ads to reach out to more potential customers, designed chatbots to provide 24/7 support.

EDUCATION

Simon Fraser University   May 2016 - Present

Beedie School of Business

- Concentration: MIS & pursuing Business Analytics & Decision-Making Certification (BADM).
- Relevant courses: Project Management, Business Process Analysis, Business Analytics, Customer Analytics, Business Data Management.
- **Technical First Place** (SFU BADM Hackathon 2019)