

# Thomas Nguyen



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## PROFILE

I have big passion for online marketing and data driven decision making. If you like creativity and testing new ideas, I might be the right person in your team. I would love to learn more about different ways we can gain customer and amaze them with above and beyond services. During my free time, I create fun Spark AR Facebook filters.

## SKILLS

- Strong skills in Microsoft Office: Word, Excel, PowerPoint gained from class projects.
- Familiar with HTML, CSS and WordPress, Google Analytics from volunteering and personal projects.
- Capability of working under time constraint and catch up multi-deadlines acquired from club campaigns.
- Good teamwork skills learned from full/part-time work and team projects.

## TECHNICAL EXPERIENCE

### Technical Help Desk Support

May 2019 – Present

Vancouver Community Network (Volunteer)

- Provided technical support to users of the Vancouver Community Network.
- 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

### Online Marketer

December 2017 – December 2018

Ambas Design (Fashion brand)

- Improved online presence of the store by managing online Facebook page and website, created Facebook ads campaigns and chatbots to reach out to more potential customers.

### Director of Marketing

September 2018 –Present

SFU Tech Entrepreneurs Club

- Initiated, designed and scheduled event posters and newsletter to emailing list.
- Managing social media account of the club and track data for optimization.

### Global Engagement Student Committee

January 2018 –January 2019

Global Student Center

- Facilitated intercultural engagement, working with peers to build a more inclusive campus community by hosting cultural events and sessions.
- Assisted as technical support at Global Talent Night, a very successful event with more than 200 people participated.

### MOSAIC

June 2018 –January 2019

Volunteer

- Helping with event set up, hosting booth and engaging audience.
- Digitize survey feedbacks onto Excel efficiently for analysing.

## CUSTOMER SERVICE 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.

### Lot Associate

September 2017 – December 2017

The Home Depot

- Provided excellent customer service as the first and last point of contact with customers.