

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 satisfy them with above and beyond services.

SKILLS

- Strong skills in Microsoft Office: Word, Excel, PowerPoint, Access gained from class projects.
- Familiar with data analysing tools such as Google Analytics.
- Familiar with HTML, CSS and WordPress.
- 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

Online Marketer

December 2017 – Present

Ambas Design

- Improving online presence of the store by managing online Facebook page and website, creating Facebook ads campaign and chatbot 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 –Present

Volunteer

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

Event coordinator

June 2017 – June 2018

Love Caravan Club

- Coordinated Love Caravan events in Senior Houses, including a lot of great performances and good conversations between 2 generations. The events received many good feedback and people wanting to have more similar sessions.

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.