

Tuyet Nguyen

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Quality Assurance

A meticulous and detail-oriented Quality Assurance Professional with over 2 years of experience who is disciplined in meeting and exceeding goals. Asserts exceptional independence and focus to contribute to the intelligent management of processes. Recognized for teamwork and collaborative efforts to achieve satisfactory outcomes.

SKILLS AND ACCOMPLISHMENTS

- **Logistics & Operations Support:** Operations Efficiency | Testing| Inspection Managing Change| Quality Standards | Policies & Procedures | Compliance | Safety
- **Communication:** Customer Interfacing | Collaboration | Teamwork Inquiry Response | Active Listening
- **Process Management:** Continuous Improvement| Performance & Execution Organization & Planning
- **Problem Solving:** Needs Assessment | Recommendations & Solutions Customer Satisfaction

Accomplishment 1: Train a team of 8 people daily on new direct ship procedures that facilitate international shipment of goods to the Caribbean and Canada that may lead to improved processes and save \$1M annually at Abbott Laboratories.

Accomplishment 2: Perform cross-check processes to ensure goods were accurate to increase quality control by 20% at Abbott Laboratories.

Accomplishment 3: Maintained standards to fulfill 100% of customer orders by interacting with customers and answering questions to achieve on-time satisfaction at Whole Foods.

WORK EXPERIENCE

Abbott Laboratories, Roseville, MN

Shipping Specialist, (08/2019)-(Present)

Process shipment receipts and facilitate external shipments of medical goods including devices, tissue heart valves, mechanical heart valves, and dangerous goods to 50% of domestic locations and 50% of international locations. Support strategic initiatives to implement quality management systems, environmental management systems, and other regulatory requirements to increase compliance. Collaborate and communicate with other internal departments to maintain quality.

Whole Foods, Minneapolis, MN

In-Store Shopper, (03/2019)-(01/2020)

Selected items including groceries and supplies to satisfy approximately 50 customer order requirements weekly and bundle items for customer pickup. Resolved customer issues and concerns about 90% of the time through active listening and implementing a solution.

Hatien Supermarket, St. Paul, MN

Deli Clerk,(09/2018)-(06/2029)

Executed inventory control and order, purchase, and stock products for the store delicatessen to ensure available resources 100% of the time. Labeled products with appropriate dates and prices and placed in locations making them available to purchase. Upheld quality by

safeguarding the thoroughness of products through careful inspection.

Additional Experience:

University of Minnesota-College of Veterinary Medicine. UofM department of plant pathology – Lab Experience, experiment.

EDUCATION& TRAINING

Bachelor’s Degree, Preservation & Processing

VIETNAM NATIONAL UNIVERSITY OF AGRICULTURE· Ha noi, Vietnam

Relevant Coursework: Quality Management Systems including ISO, HAACP, Good Manufacturing Practices (GMP)

Agriculture Student Training Program·MAST INTERNATIONAL· UNIVERSITY OF MINNESOTA

Practical Advanced Agriculture Training

RAMAT NEGEV INTERNATIONAL CENTER FOR AGRICULTURE TRAINING · ISRAEL

TECHNICAL PROFICINCIES

Microsoft Office Suite | SAP | FedEx Ship Manager

AWARDS & HONORS

Caribbean/Canada Direct Ship Silver Award | Abbott Laboratories | August, 2020

Exceptional Performance Silver Award | Abbott Laboratories | July, 2020

Going Above & Beyond Silver Award | Abbott Laboratories | May, 2020