Charlie Nguyen

San Francisco, CA

[My Xalé Profile]

PROFESSIONAL EXPERIENCE

Dev/Mission, San Francisco, CA
Community Technology Ambassador *Jan 2025 — Present*

- Gained hands-on experience in IT support, focusing on hardware, software, and operating systems.
- Delivered customer service and technical assistance to individuals with limited digital literacy.
- Engaged in outreach initiatives during community social events, strengthening relationships and promoting IT support services to local residents.
- Documented client IT support cases, detailing issues, troubleshooting, and resolutions to improve service quality and provide insights for future cases.

Pre-Apprentice *Sept 2024 — Dec 2024*

- Developed a foundation in IT fundamentals, including networks, Windows, macOS, and hardware components.
- Gained experience in taking apart and building a desktop, enhancing technical hardware skills.
- Designed and delivered a business proposal presentation to an audience of 10+, utilizing effective teamwork and communication tools like Slack.
- Assisted peers in understanding technical concepts by breaking down complex ideas into relatable analogies, enhancing their learning experience.

Urban Ritual, San Francisco, CA *Nov 2023 — Present*
Bobarista

- Prepared and served a variety of boba drinks, ensuring quality and customer satisfaction.
- Managed inventory by restocking ingredients and supplies to support smooth operations.
- Delivered exceptional customer service to 50+ customers daily, contributing to a 95% satisfaction rate based on feedback.
- Coordinated with a 4-member team to improve drink preparation efficiency by 50%, ensuring timely and accurate orders.

MissionBit, San Francisco, CA
Instructor Assistant *Jun 2022 — Aug 2022*

- Taught JavaScript fundamentals to 20+ high school students, improving their coding proficiency and project completion rates.
- Managed student attendance system and performance reports.
- Designed and delivered interactive coding challenges, fostering engagement and hands-on learning.

Stanford Linear Accelerator Center National Accelerator Laboratory, Remote
AD Research Intern || HTML, CSS, JavaScript, Bash, EPICS *July 2021 — Aug 2021*

- Collected and validated particle accelerator data streams to filter out non-real-time data using Bash and EPICS.
- Created a custom view for each particle accelerator in JavaScript and HTML, rendering JSON data with plotly.

Unison, San Francisco, CA
Business Operations Intern *Jun 2019 — Aug 2019*

- Optimized data systems by transferring financial data between 100 - 5000+ entries from Microsoft Excel into Google Sheets and creating a centralized folder for the business to fetch data from and save time.
- Scanned and electronically stored 400+ real estate documents on the Box cloud weekly, ensuring seamless access and enhancing document management.

SKILLS

Technologies: Google Workspace, Microsoft Office, Box Cloud, Zendesk, Windows, MacOS, Slack, Salesforce.
Skills: Collaboration, Event Planning, Mentorship, Time Management, Public Speaking, Customer Service, Problem-Solving, Adaptability, Attention to Detail, Communication, Troubleshooting, Continuous Learning.
Certificates: Zendesk for Customer Service Agents-Complete Training Course via Udemy

EDUCATION

University of California, Davis, Davis, CA June 2023

- *Bachelor of Science, Computer Science*