Wendy Nguyen

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SKILLS

- Languages: C, C++, CSS, HTML, Java, JavaScript, PHP, Python, Ruby on Rails, and SQL
- Methodologies: Agile, Application Support, Business Development, Customer Relationship Management, Lean Six Sigma, Product Lifecycle Management, Quality Assurance, Scrum, Technical Content Writing, and Waterfall
- Miscellaneous Tools: Adobe XD, Bootstrap, Figma, GitHub, Google Analytics, JIRA, Microsoft Office Suite, Oracle, SAP Conversational, Search Engine Optimization, Spotfire, Tailwind CSS, Visio, Wix, and WordPress
- Certified Associate in Project Management (CAPM) by Project Management Institution, Certificate ID #2795651
- Fundamentals of Digital Marketing Certification by Google Digital Garage, Certificate ID #9RR DT8 DMX

WORK EXPERIENCE

- **Health Fidelity**   **November 2021 – Present**
  Business Analyst, Product Management   *San Mateo, CA*
  - o Laisse with tenants to gain a deep understanding of their needs, identify product gaps, and generate new ideas that grow market share, improve customer experience through elaborate outputs
  - o Collaborate closely with engineering, design, and informatics to define the scope, review and refine product enhancements, prioritize projects for release, and define new opportunities
- **WHN Web** *(www.whnweb.com)*   **April 2020 – Present**
  Founder & Web Developer   *Houston, TX*
  - o Consult prospective clients/engaging web presences in times of crisis (pandemic), generating a 30% increase of clientele engagement within 6 months of implementation
  - o Develop business needs by implementing specifications on existing or new websites with best digital marketing practices and technologies
- **Marathon Oil Company**   **August 2018 – October 2021**
  IT Data Analyst (Full-Time)   *December 2019 – October 2021*
  - o Champion Energy IQ's Trusted Data Manager Suite (e.g., source preferences, aggregation logic, AD groups, and role definition) as the authoritative source for Marathon's enterprise data governance framework
  - o Support infrastructure required for IQexchange (ETL) by proactively partnering with business application owners and asset representatives to implement enhancements, and identify and resolve data quality issues
  - *IT Analyst (Internship)*   *August 2018 – December 2019*
  - o Analyze and implement emerging technologies to integrate in an upstream oil and gas environment
  - o Design logos, graphical user interfaces, and technical documentation for internal applications
- **JINYA Ramen Bar**   **April 2013 – July 2019**
  Assistant Manager & Bartender   *Houston, TX*

PROJECTS

- **Cakes for BLM Website** *(www.cakesforblm.com)*   **July 2020 – August 2020**
  WHN Web   *Houston, TX*
  - ○ Developed a static website for a non-profit organization that advocates for bringing down racial injustice and police brutality by donating proceeds from baked goods to anti-racism organizations
  - ○ Expanded platform with volunteer bakers across the United States as featured on Medium.com
- **HandsOfLyfe Appointment System**   **August 2019 – November 2019**
  University of Houston, Project Management & Practice – Project Manager   *Houston, TX*
  - ○ Coordinated a team of 7 and developed a full-stack appointment booking application for a mobile masseuse
  - ○ Created a customer relationship management system (CRM) to help increase efficiency and revenue
  - ○ Engaged with stakeholder to provide manuals on execution, maintenance, and end-user experience

ACTIVITIES

- Big Brothers, Big Sisters – Mentor (Big Sister)   September 2021 – Present
- Cakes for Black Lives Matter *(www.cakesforblm.com)* – Web Developer   July 2020 – Present

EDUCATION

University of Houston, College of Technology – Main Campus   **December 2019**
Bachelor of Science in Computer Information Systems   *Houston, TX*