

TUYET TRINH NGUYEN

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Professional Summary

Ambitious student/mother with excellent research, time management and problem solving skills.

Skills

- Internet research
- Good communication skills
- Complaint resolution
- Fast learner
- Basic computer skills
- Bilingual Vietnamese/English
- Computer proficient
- Strong initiative
- Project planning
- Filing and data archiving
- Creative problem solving
- Excellent time management
- Excellent communication skills
- Valid MI drivers license
- General math skills
- Good judgment
- Good with multitasking
- Project management skills
- Strong team player
- Strong written and verbal communication skills
- Critical thinking
- Attention to detail
- Strong research skills
- Adaptable learner
- Quality-focused
- Self-starter
- Honest employee

Work History

Operational Manager / Customer Services Manager

Benzinger Roofing & Remodeling – Red Wing, MN

01/2008 to 01/2014

- Provided outstanding customer service.
- Maintained positive relationships with all customers.
- Accurately read, understood, and carried out written instructions.
- Ensured timely response in operational issues and provide prompt solution.
- Followed company procedures to maintain work environment in a neat and orderly condition.
- Promoted shop safety by working in a safe manner.
- Collaborated with vendors & subcontractors to ensure smooth work flow and efficient organization operations.
- Coordinated and monitored subcontractors.
- Accurately completed service reports and warranty forms.
- Oversaw inventory and office supply purchases.
- Negotiated pricing with vendors regarding wholesale billing and marketing procedures.
- Verified and created claim numbers by communicating with various insurance companies.
- Processed accounts receivable and accounts payable.
- Performed accounts receivable duties including invoicing, researching chargebacks, discrepancies and reconciliations.
- Supported CEO through personal document management, calendar organization and collateral preparation for meetings.
- Prepared meeting minutes and edited subcontractor proposals, project punchlist, transmittals and memorandums for organizational support.
- Contacted patients regarding unpaid and underpaid accounts to resolve any issues.
- Obtained building and specialty permits from local jurisdictional agencies.
- Determined the project schedule, which included the sequence of all construction activities.
- Prepared regular interval progress reports.
- Implemented systems to improve process efficiency and reduce the project duration.
- Scheduled all contractors and materials deliveries.
- Answered an average of 20 calls per day by addressing customer inquiries, solving problems and providing products information.

- Provided an elevated customer experience to generate a loyal clientèle.
- Directed calls to appropriate individuals.

Interpreter

Garden & Associates, Inc. – St Louis Park, MN

07/2007 to 04/2008

- Achieved high customer satisfaction for aiding the client(s) on their appointments.
- Collaborated with hospitals to ensure the delivery of efficient, high-quality service.
- Consistently received positive feedback from clients on performance reviews.
- Attended workshops to learn about more efficient ways to perform my job
- Entered numerical data into databases in a timely and accurate manner.
- Scanned documentation and entered into the database.
- Obtained scanned records and uploaded them into the database.
- Reviewed and updated client correspondence files and scheduling database.
- Outlined the appropriate process and procedures necessary to fulfill and complete inquiries.

Education

Associate of Science: Nursing

Central Lakes College - Brainerd, MN

undergraduate

- Dean's List
- Overall GPA 3.64