

# Jeffery Nguyen

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Waco, TX · Houston, TX

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## CAREER PROFILE

Public Health student at Baylor University entering junior year with experience in operations management, team leadership, and customer-facing problem-solving. Strong organizational, communication, and analytical skills developed through retail management and team supervision. Proficient in Microsoft Office, with an eagerness to learn more about compliance, safety standards, and data-driven decision making. Plans to pursue an MBA in Healthcare Administration and contribute effectively to collaborative professional environments.

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## EDUCATION

**Baylor University** – Waco, TX

**May 2028**

**Bachelor of Science, Public Health**

- Lambda Phi Epsilon
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## EXPERIENCE

**Total Wireless, Port Arthur, TX**

**August 2024 - Present**

**Interim Manager**

- Managed daily store operations, including inventory tracking, staff support, and customer service, to maintain efficient and organized performance.
- Monitored product availability, resolved operational issues, and supported sales reporting through accurate recordkeeping and communication.
- Assisted customers with activations, upgrades, and troubleshooting while maintaining compliance with company procedures and service standards.

**Moving 409, Lumberton, TX**

**May 2024 – August 2024**

**Crew Leader**

- Coordinated residential and commercial moves by organizing loading, transportation, and unloading to keep projects efficient and on schedule.
  - Directed crew workflow, solved on-site issues, and communicated with clients to maintain smooth operations and customer satisfaction.
  - Managed truck space, monitored handling procedures, and helped reduce delays and damage through careful planning and team oversight.
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## ADDITIONAL

**Languages**

- Spanish - Intermediate proficiency
- Vietnamese - Intermediate proficiency

**Technical Skills**

- Microsoft Excel
- Microsoft Word
- Microsoft PowerPoint
- Inventory tracking and reporting
- Data entry and record management
- Customer Relationship Management (CRM) systems
- Basic data analysis and organization
- Written and verbal communication

**Leadership Activities / Student Organizations**

- **President**, Lambda Phi Epsilon 2026-Present
- **Internal Vice President**, Lambda Phi Epsilon 2025-2026