



JOSEPH NGUYEN

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Summary

Motivated and results-driven student with a passion for helping and supporting teams. Interested in contributing to development, workflow, and operations by assisting teams, streamlining processes, and ensuring smooth collaboration.

Skills

- Customer Service
- Team Leadership
- Technical Support
- Software Development
- Problem Solving
- Inventory Management
- Shift Leadership
- Effective Communication
- Operations Support
- Daily Workflows
- Quick Learning

Experience

Mochiatsu | Southaven, MS

Shift Leader

08/2024 - 07/2025

- Assisted in training new employees on shift operations.
- Resolved customer complaints promptly and professionally.
- Supervised and led employees to maintain productivity and customer service levels.
- Provided exceptional customer service and maintained a positive attitude throughout the shift.
- Checked orders for quality and completeness.
- Ensured staff was properly trained on all aspects of their job duties, including safety protocols.
- Managed inventory levels by monitoring stock levels, ordering supplies when necessary, and ensuring product quality was up to standard prior to use or sale.

Blizzard | Irvine, CA

Support Engineer Shadow

06/2024 - 06/2025

- Gained insight into the daily operations of the role.
- Monitored system performance to ensure optimal functioning of services.
- Helped coders and developers by creating tools or systems to make their workflows easier.
- Troubleshoots issues in internal systems used by developers.
- Provides technical support for developer environments.

Education and Training

University of Memphis | Memphis, TN

Bachelor of Science in Computer Science - General Concentration

Expected in 05/2026

- Scholarship Trustee 5 Recipient
- RAG AI Chatbot, Capstone Project: Built a Retrieval-Augmented Generation AI chatbot that answers user queries using a knowledge base. Role: Developer Support

05/2022

- Member of National Honor Society, 2020-2022
- Interact Club Member, 2020-2022
- 2020-2022 - Honor Roll
- Top Ranked: 4%

Languages

English:



Native/ Bilingual

Vietnamese:



Native/ Bilingual