

Michael Nguyen

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🏠 Green Island, NY

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Experience

Manager

K-Plate | Troy, NY | Apr '24 – Current

- Trained and scheduled a team of seasonally rotational staff
- Delivered immediate customer service to over 100 customers daily
- Expedited and directed several stations during peak service hours
- Effectively managed time to complete extensive restaurant prep for the week ahead

Content Writer Intern

Saggio Technology | North Vernon, IN (Remote) | Sep '23 – Dec '23

- Produced 4 social media posts every week while adhering to content guidelines
- Wrote posts with engaging short-form narratives with a focus on reader retention
- Edited stock images with Adobe Photoshop and Canva in accordance with company brand
- Interacted with other social media posts in order to boost content engagement

Residential Safety Assistant

Bridgewater State University | Bridgewater, MA | Aug '22 – Dec '23

- First point of contact and checked in students and visitors through a database for 10 residence halls
- Assisted with general inquiries and resolved conflict

Education

Bridgewater State University

Graduation Date: Dec '23

- Bachelor of Arts in English w/ Concentration in Writing & Writing Studies

Projects & Publications

Nguyen, Michael. "The Weight of the Universe." *The Bridge*, Vol. 21, pp. 94-100, 2024.

- https://vc.bridgew.edu/cgi/viewcontent.cgi?article=1596&context=the_bridge#page=55

Nguyen, M., Henschen, C., Shagoury, A., Vieira, M. "Glass Table Ghouls: The Self-Induced Mania of Phasmophobia." *Bridgewater State's Home of Horror*, 2022.

- Directed input from 4 team members over the course of a semester
- Provided editorial oversight on 3 script drafts leading to a cohesive presentation
- Compiled and produced 10-minute video review with Adobe Premiere Pro and Audacity

Skills

- | | | |
|--------------------|----------------------|----------------------------|
| • Content Writing | • Canva | • Typing (90+ WPM) |
| • Social Media | • Adobe Photoshop | • Time Management |
| • Microsoft Office | • Adobe Premiere Pro | • Teamwork & Communication |