

Amelie Nguyen

[LinkedIn.com/in/amelie-nguyen/](https://www.linkedin.com/in/amelie-nguyen/) | 949-300-3389 | amelienguyen24@gmail.com | amelie-nguyen.site

EDUCATION

California State University, Fullerton

Graduating May 2026

Bachelor of Arts in International Business

Relevant Coursework: Accounting, Finance, Economics, Marketing, Management, Information Systems

PROFESSIONAL SUMMARY

Detail-oriented International Business graduate with 4+ years of experience across billing, operations, marketing, and client-facing roles. Proven track record of managing 200+ accounts, improving operational efficiency, and delivering results in fast-paced environments. Adept at cross-functional collaboration, data-driven reporting, and building strong client relationships — seeking an entry-level role in billing/financial operations, project coordination, onboarding, digital marketing support, administrative assistance, or office management.

PROFESSIONAL WORK EXPERIENCE

Funding Administrative Assistant

Irvine, CA

Celtic Commercial Finance

June 2021 – April 2022

- Organized 50-100 invoices per week by entering data into Aspire financial database software.
- Supported internal and external auditing by documenting processes and ensuring performance of key controls.
- Coordinated with 20+ new and existing business clients to organize financial documentation including insurance forms, invoices, lease terms, approval letters, agreements, bank information, payment support, addendums, etc.

Marketing and Operations Coordinator

Lake Forest, CA

Onyx Golf Indoor Cafe & Lounge

December 2023 – June 2024

- Assisted in the development and execution of marketing campaigns utilizing Canva and Adobe Creative Cloud to increase brand awareness and drive customer engagement, increasing social media followers by 27% through targeted content strategy resulting in improved brand visibility
- Monitored key performance indicators (KPIs) such as website traffic, conversion rates, and social media engagement using analytics tools like Google Analytics or Hootsuite
- Contributed to a 14% growth in lead generation by implementing effective email marketing campaigns

Billing Specialist

Mission Viejo, CA

DCS Delivery

November 2024 – Present

- Manage and maintain a portfolio of 200+ client accounts, ensuring accuracy, completeness, and timely processing of invoices in compliance with established policies and procedures while identifying and resolving billing discrepancies through independent research and analysis.
- Collect, analyze, and validate financial data across multiple database systems, generating weekly, period, and monthly reports to present actionable insights and support management decision-making.
- Coordinate cross-functionally with internal teams and external clients to investigate and resolve data discrepancies, maintain confidential account records, and ensure data integrity across all reporting systems.

OTHER WORK EXPERIENCE

Insightful Coffee, LLC

Costa Mesa, CA

Barista/Shift Lead

April 2022 – December 2023

- Improved quality and consistency of ~30 different single origin espresso beans by dialing each one to ensure all flavor notes are balanced, leading to higher customer satisfaction and greater knowledge of espresso
- Fostered a welcoming and customer-centric environment by actively engaging with patrons, addressing inquiries, and resolving issues promptly, resulting in a ~35% increase in customer retention and satisfaction
- Demonstrated in-depth knowledge of coffee beans, brewing methods, and flavor profiles, assisting customers in selecting the perfect coffee to suit their preferences

ADDITIONAL

University Organizations: CSUF Delta Sigma Pi, CSUF American Marketing Association, CSUF Real Estate Association

Skills: client relationship management (CRM), SaaS, data entry, administrative assistance, customer service, front desk management, ADP, Quickbooks, Microsoft Office, Microsoft Excel, Microsoft Powerpoint, Sharepoint, MRI-Simmons, Canva, Adobe Creative Cloud, Power BI, Wix Website Editor, Adobe Photoshop, Adobe InDesign, Adobe Premiere