

Amelie Nguyen

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EDUCATION

California State University, Fullerton

Graduating in 2025

Bachelor of Arts in International Business

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

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

Billing Specialist

Mission Viejo, CA

DCS Delivery

November 2024 – Present

- Review and process 120+ period invoices with 100% compliance to policies and regulations.
- Manage a portfolio of 200+ client accounts to ensure timely and accurate billing, communicating with independent contractors and clients for accurate financial information.
- Generate weekly, period, and monthly financial reports and present insights to support decision-making.

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

VOLUNTEER EXPERIENCE

Asian Defense Fund

Los Angeles, CA

Volunteer Coordinator

March 2021 – July 2021

- Provided 200+ free self-defense kits to Asian elders, sex workers, and homeless in California in response to the huge uptick in violence against Asians since the start of the pandemic
- Coordinated student volunteers to assemble 200+ self-defense kits for distribution via shipping, including pepper spray, stun guns, alarms, and custom pamphlets with instructions translated into 6 languages

ADDITIONAL

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

Skills: client management, process administration, client relationship management (CRM), process improvement, SaaS, project management, data analytics, data entry, administrative assistance, customer service, front desk management, ADP, Quickbooks, itinerary scheduling, Microsoft Office, Microsoft Excel, Microsoft Powerpoint, Microsoft Teams, Microsoft Office, Sharepoint, MRI-Simmons, Canva, Google Workspace, Aspire, Ontime Database Management, Adobe Creative Cloud, Power BI, Wix Website Editor, Adobe Photoshop, Adobe InDesign, Adobe Premiere, office management