

NHAN NGUYEN

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EDUCATION

Saint Mary's University

Bachelor of Commerce, Human Resource Management & Industrial Relations

Halifax, NS

Graduate 2025

SKILLS

HR & Administration: HR Support • Administrative Support • Employee Documentation • Customer Service

Research & Analytics: Employee Feedback Analysis • Qualitative Research • Reporting • Data Analysis • Research & Insights

Teamwork: Cross-functional Collaboration • Stakeholder Communication • Team Coordination • Relationship Building

Professional Strengths: Client-Focused • Learning Agility • Problem Solving • Adaptability

Software: Microsoft Office (Excel, Word, PowerPoint) • Python

CERTIFICATIONS & DESIGNATIONS

CPHR Nova Scotia

Chartered Professional in Human Resources (CPHR) Candidate

April 2026

EXPERIENCE

Extern Inc.

Remote

Amazon Operational Strategy & People Analytics Extern

April 2026 - June 2026

- Analyzed **30+ employee feedback** from multiple platforms to identify workforce challenges and develop recommendations to improve **employee experience** and organizational effectiveness.
- Conducted qualitative analysis through **thematic coding** and **sentiment analysis** to uncover workforce trends and support evidence-based recommendations.
- Collaborated with team members to synthesize employee feedback across platforms and translate findings into meaningful workforce insights.
- Developed evidence-based recommendations to strengthen **employee retention**, workplace communication, and operational effectiveness.
- Presented insights through **reports** and presentations, communicating complex findings clearly to support informed decision-making.

Sushi Jet

Halifax, NS

Server/Food Runner

November 2025 - Present

- Coordinated with kitchen and front-of-house teams to deliver efficient service while maintaining a **positive customer experience** during peak hours.
- Collaborated with team members to adapt quickly to changing priorities and maintain smooth restaurant operations.
- Provided **professional customer service** by responding to guest requests and resolving issues with care and attention to detail.
- Managed multiple priorities in a fast-paced environment while maintaining accuracy, professionalism, and strong teamwork.

VOLUNTEER EXPERIENCE

Mobile Food Market

Halifax, NS

Market Assistant

October 2024 - June 2025

- Coordinated setup and teardown operations with **8–12 volunteers** under strict time constraints.
- Assisted **60+ customers per shift** with inquiries about products and community programs.
- Tracked and reported **customer attendance and sales data (50–70 customers per shift)** to support operational planning.
- Contributed to decision-making through basic data tracking and reporting support.

Parker Street Food & Furniture Bank

Halifax, NS

Food Box Assembler

February 2023 - May 2024

- Collaborated with **10+ volunteers** to assemble and distribute **80–100 food boxes per shift**.
- Supported clients in selecting appropriate food items based on needs and availability.
- Maintained inventory organization and ensured efficient workflow in a high-demand environment.