

Minh Nguyen

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EDUCATION

Augustana College (GPA: 3.64/4.0)
B.A. in Computer Science and Graphic Design

May 2025
Rock Island, IL

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Salesforce Certified Platform Administrator
Google UX Design Certificate

Issued Feb. 2026
Issued Oct. 2025

TECHNICAL SKILLS

System Administration: Salesforce (Flow Builder, Process Automation, Lightning App Builder, Data Management, Agentforce), Edelweiss, Microsoft Office.

Data & Visualization: Microsoft Excel, Figma, UX Principles.

Web Technologies: JavaScript, JSON, SQL, HTML/CSS.

PROJECTS

Intelligent Partner Lifecycle Optimizer

Feb. 2026

- Architected a Reactive Screen Flow to automate vendor onboarding, eliminating manual email back-and-forth and standardizing data entry through Master-Detail relationships.
- Integrated Einstein Prompt Builder to generate bespoke, AI-driven coaching plans for underperforming vendors, utilizing dashboards to provide executives with live visibility into industry benchmarking and operational risks.

Vietnam E-Commerce Eco-Refund Engine

Feb. 2026

- Developed a Screen Flow with Intent Analysis to selectively route e-commerce refund requests, promoting Eco-Credit alternatives to significantly reduce physical returns, reverse logistics costs, and carbon emissions.
- Configured Einstein Prompt Builder to automatically generate personalized, culturally relevant Eco-Credit offers to specific customer loyalty tiers.

EXPERIENCE

UX Data Analyst & Web Designer

Dec. 2025 – Present

Alzerina Jewelry

Brooklyn, NY

- Configure Salesforce Flow Builder logic to automate manual data entry processes, directly addressing the need for operational efficiency and reduced human error.
- Build reports and dashboards to visualize key metrics, enabling data-driven decision-making.
- Redesign the Salesforce environment using UX best practices, specifically configuring Lightning Record Pages and Page Layouts to reduce data entry friction.
- Implement Salesforce Agent AI to suggest future optimizations for client-facing tech releases.

Digital Asset & Data Management Intern

Jun. 2025 – Nov. 2025

Tuttle Publishing

North Clarendon, VT

- Supported data integrity efforts by performing data cleansing and data entry using strict validation standards.
- Administered Salesforce system operations and authored comprehensive technical documentation, including user guides and policy manuals, to standardize organizational processes and support team training.
- Updated and maintained system configuration records and end-user documentation to reduce operational friction.

UI Specialist Intern

Jun. 2024 – Sep. 2024

Alzerina Jewelry

Brooklyn, NY

- Systematized visual components to improve backend organization, ensuring a seamless experience for users.

Frontend Developer Intern

Jun. 2023 – Sep. 2023

TWIN Software Solutions

Ho Chi Minh City, Vietnam

- Collaborated with cross-functional teams to customize responsive web interfaces, ensuring compatibility with Salesforce Lightning design standards.
- Applied JavaScript to create consistent UI components, demonstrating the technical aptitude to master Salesforce Flow Builder logic.