Nhan Nguyen
Change Agent

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Summary

Experienced IT, communications, and bridge laying professional, passionately contributing to successful change for enterprise projects in higher education and healthcare, seeking a career in change management.

Skills

Content/ Communication
Web writing
Still/motion graphics
Information architecture

Human-Computer Interaction
Web usability
Web accessibility
Usability, functional, regression testing

Training
Class facilitation
Curriculum creation
Web and print documentation

Support
In-person, phone, and remote assistance
Admin for Google Search Appliance and Google Analytics
Front-end coding

Experience

Baylor College of Medicine - Houston, TX
10000+ employees; BCM's missions are higher education, healthcare, medical research, and community service.

QA Lead and Project Consultant, Office of Information Technology – 2012–Present
Consulted for various enterprise projects, including:

ONEWeb content management system rollout: Awareness messaging; content migration planning and support for migrating customers; co-managing content migration team; co-creation of documentation and training over 400 employees for rollout of new content; speaking at quarterly town halls; quality assurance and regression testing; creation and maintenance of self-help support site; and ongoing customer support and refresher training.

Office 365 and Cloud Communication Services rollout: QA testing and co-created customer support site

Signature identity management system rollout: QA testing; created and manage customer self-help support site; ongoing customer support

AMP learning management system: Usability testing; ongoing customer support

Application support: Google Search Appliance; Google Analytics; Service Now; front-end coding and customization (rebranded Taleo, Blackboard, and Citrix implementations)

Various: Awareness and support videos; site creation and/or updates; end user and admin documentation; QA testing; and usability testing.

Web Communications Specialist, Office of Communications – 2011-2012

Managed BCM's social media channels, doubling Facebook and Twitter traffic
Maintained and created internal and external websites
Technical liaison between the Office of Communications and IT

University of Houston - Houston, TX

10000+ employees; higher education

Web Project Manager, Information Technology – 2008-2010

Video creation for awareness messaging on IT initiatives
Co-managed IT social media presences
QA testing for IT projects
Usability testing

Web Team Lead, College of Liberal Arts & Social Sciences – 2005-2008

Created the college's first web standards-compliant site for the college's public web
presence, and common branding for its department websites
Managed web writer and web developer

Owner, That Web Designer; Houston, TX – 1998-2005
Freelance website design, including hip-hop celebrity T-Boz.

2D/3D Web Designer/Animator, Aquent Partners; Houston, TX – 1998-2005
Agency assignments to BMC Software and Duke Energy.

Senior Web Designer, BMC Software; Houston, TX – 2000-2001
2D and 3D graphical content, including video player interfaces, for BMC's website.

Lead Graphic Artist, DP Associates; San Diego, CA – 1999-2000
Created 2D and 3D stills and animations in computer-based training (CBT) modules for U.S.
Navy pilots.

Adjunct Professor, University of Houston; Houston, TX – 1997-1998
Taught upper-level computer animation classes in the School of Communication.

Director of 3D Animation, McNee Productions; Houston, TX – 1997-1999
Animated logos and 3D sequences for oil and gas companies, and the George Bush
Presidential Library and Museum.