

Courtney Nguyen

Lake Mary, FL • (407)969-5118

court32566@gmail.com • www.linkedin.com/in/courtnguyen

EXECUTIVE SUMMARY

Bilingual first-generation Marketing major at the University of Central Florida with a focus on customer relations, sales, and financial assistance. Eager to deepen expertise in consumer behavior to foster long-term client relationships and optimize operational efficiency. Demonstrated success in both leadership and independent roles, adapting swiftly to new challenges with resourcefulness and agility. Established experience in customer service, team collaboration, personal assistance, and sales representation, supported by three years of hands-on experience.

EDUCATION

University of Central Florida, Orlando, FL
Bachelor of Science in Business Administration, Marketing
GPA: 3.99

May 2027

Awards: Bright Futures Scholarship (Fall 2023)

RELEVANT COURSEWORK

- Principals of Financial Accounting
- Professional Selling
- Strategic Sales Force Management
- Computer Fundamentals for Business
- Management of Organizations
- Consumer Behavior
- Principles of Managerial Accounting
- Business Finance

PROFESSIONAL EXPERIENCE

Sales Representative/Cashier – Orlando, FL

June 2023 – July 2026

Sunny Beauty Supplies

- Strengthened relationships with 100+ repeat and high-value customers, increasing long-term retention
- Generated \$4,000-\$6,000 weekly sales through product recommendation and superior relationship development
- Assisted 20+ customers daily, consistently obtaining positive in person customer feedback
- Promoted 7+ new product lines at Cosmoprof North America Beauty Trade Show, engaging with 100+ attendees and increasing brand awareness

Trainer/Cashier – Lake Mary, FL

January 2022 – June 2023

Facetea

- Mentored 3 new employees reducing onboarding time by 50%
- Resolved customer service issues for 40+ customer weekly, contribution to high guest satisfaction
- Processed 30+ customer transactions per shift consistently exceeding service expectations
- Increased customer enrollment of reward program by 25%, encouraging high retention of customer loyalty

Financial Assistant – Orlando, FL

May 2021 – January 2022

Sunny Beauty Supplies

- Organized and maintained 300+ financial records improving document retrieval
- Collaborated with team of 4 employees to support daily financial reporting
- Verified quarterly financial data totaling \$100,000+ in sales transactions, ensuring reporting
- Identified and resolved discrepancies in financial documentation, supporting informed business decisions

VOLUNTEER EXPERIENCE

- **UCF Professional Selling Program**
- **Fantastic Learning Academy**

August 2026- Present

October 2021 - May 2022

ADDITIONAL INFORMATION

Computer Skills: Microsoft Office (PowerPoint, Word, Excel), Microsoft Excel Certified

Languages: Fluent in English and Vietnamese