

Theresa Nguyen

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EDUCATION

Temple University Fox School of Business

Bachelor of Business Administration

Philadelphia, PA

Graduation: May 2026

Major: Management Information Systems | **GPA:** 3.62

Relevant Coursework: Data and Analytics; Web Application Development; Digital Systems; Statistical Business Analytics; User Experience; Cloud Architecture

EXPERIENCE

Amtrak — *Design Ops Intern*

Aug. 2025 – Present

- Manage the intake, organization, and tracking of engineering design review submissions to ensure accuracy and timely support of Capital Delivery projects
- Update and maintain the Engineering Specifications and Standards library, enhancing accessibility and consistency across project teams
- Compile and analyze design review data in Excel to produce metrics and progress reports that improve process efficiency and oversight

Global Indemnity Group, LLC — *Underwriting Analytics Intern*

June 2025 – Aug. 2025

- Extracted and consolidated regulatory data across 15 states, uncovering E&S market patterns to support internal underwriting analysis
- Assessed performance of AI-driven web scraping tools (Relativity6), identifying key false positive trends and providing insights to improve model accuracy
- Enhanced Power BI dashboards and sourced historical claims data in ImageRight, enabling leadership to monitor agent performance, evaluate vendor reliability, and strengthen risk oversight

Bottle Underground — *Social Media and Fundraising Intern*

Jan. 2025 – May 2025

- Developed and scheduled mission-driven social media content to increase engagement and promote sustainable glass reuse
- Researched and pitched potential donor, sponsor, and partner opportunities aligned with organizational goals
- Supported planning and coordination of community events that brought together over 70+, including volunteers, donors, and local supporters

Temple University, Intergenerational Center — *Student Worker*

Oct. 2023 – May 2024

- Collaborated with a team of 4 to develop and implement support initiatives for over 15 kinship families, focusing on resources tailored to caregivers managing the unique challenges of grandchildren with special needs
- Facilitated training workshops that improved technical knowledge for family caregivers; led discussions resulting in actionable barriers faced by more than 20 participants throughout the program duration

PROJECTS

Temple Consulting Club — *Associate Consultant*

Sep. 2024 – Dec. 2024

- Conduct market sizing research for Saxbys, focusing on food and beverage (cafes) in higher education institutions
- Develop a growth strategy identifying target schools within a three-hour drive of Dallas-Fort Worth for Saxbys' expansion
- Create marketing recommendations for engaging new academic and auxiliary partners at target institutions

American Marketing Association — *Student Consultant*

Sep. 2023 – Dec. 2023

- Developed branding strategies to enhance a women-, minority-, and immigrant-owned business's brand identity and presence in the local South Philadelphian market
- Collaborated with cross-functional teams to design 10+ promotional materials that led to an increase in lead generation; initiatives included developing visually appealing advertisements and campaigns that attracted new customers

LEADERSHIP & ACTIVITIES

Association for Information Systems — *Chair of Social Media*

Apr. 2025 – Present

- Execute and manage content strategy and editorial planning to ensure a consistent, engaging, and professional digital presence
- Direct communications to promote events, deliver timely updates, and strengthen engagement across the student and alumni network

SKILLS & INTERESTS

Technical Skills: JavaScript, Python, MySQL, Salesforce, Tableau, AWS, Power BI, Excel, PowerPoint, Figma, Photoshop, Lightroom

Interests: Design, Film & Photography, Stippling Art, Reading, Journaling, Crafts, Music, Fashion, Foodie