



## Tiffany-Thao NGUYEN

Luxembourg City

+49 178 4073160

[tiffany-thao.nguyen@case.edu](mailto:tiffany-thao.nguyen@case.edu)

[www.linkedin.com/in/tiffany-thao-nguyen/](https://www.linkedin.com/in/tiffany-thao-nguyen/)

### EDUCATION

---

**University of Luxembourg**, Luxembourg expected July 2021

Master in Logistics and Supply Chain Management, Class Representative  
incl. **Massachusetts Institute of Technology** (MIT) SCALE Certificate

**Case Western Reserve University**, United States of America August 2015 – May 2019

Systems and Control Engineering, B.S.E.  
Business Management minor

### EXPERIENCE

---

**Quicken Loans**, Detroit, USA May 2018 – August 2018, June 2020 – August 2020

Product Owner Intern

- Worked with business teams to determine technology needs, communicated with business stakeholders, handled aggressive deadlines, and prioritized multiple technology projects
- Managed engineering team backlog, owned the product vision, created user guides, wrote and organized beta testing, and performed other duties assigned by technology leaders
- 2020: Developed diversity and inclusion current state analysis, and implementation roadmap
- 2018: Grand Prize Winner of internal case competition for The Rock Family of Companies

**Tech Corps**, Ohio, USA May 2019 – April 2020

Instructor

- Taught elementary and middle school students robotics, cybersecurity, programming, and game design on Scratch and LEGO MindStorms

**Case Western Reserve University Esports Club**, Cleveland, USA August 2016 – May 2019

Co-Founder & President

- Organized and coordinated events and tournaments, communicated with sponsors and partners, managed several nationally competing teams, and lead over 200+ students

**NASA Glenn Research Center**, Cleveland USA June 2016 – July 2016

Project Intern

- Cost-Effective Reality Computing Devices for Air Breathing Propulsion Project: analyzed and documented consumer level Augmented Reality (AR) and Virtual Reality (VR) technologies for potential uses in various aeronautics research projects

### ADDITIONAL INFORMATION & SKILLS

---

Languages: English (native), Vietnamese (fluent), Spanish (basic), French (learning)

IT Skills: MATLAB, Arduino, Python, Unity (C++), SalesPad, Microsoft Office Suite, Team Foundation Server, @RISK, ARENA, Simulink, Mathematica, Excel, Power Point, WordPress

Skills: Presenting, Customer Service, Teaching, Teamwork, Adaptability, Multitasking

Interests: Robotics, Diversity & Inclusion, Volunteering, Learning, Humanitarian Logistics, Violin

Certifications:

Scaled Agile Framework Product Owner/Product Manager Certified, 2020

FCC (Federal Communication Commission) Technician License, 2017

Red Cross Adult First Aid/CPR/AED Certified, 2016