

MAI T. TRUONG

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EDUCATION

GOOGLE UX DESIGN PROFESSIONAL CERTIFICATION

Program Offered by Google Career Certificates
Coursera Global Online Learning | Completed August 2022

ASSOCIATES OF APPLIED SCIENCE IN COMPUTER NETWORKING & CYBER SECURITY

Program Approved by the IT Professional Development Committee
Hinds Community College, Pearl, MS | Graduated May 2018

BACHELOR OF SCIENCE IN INTERIOR DESIGN

Program Accredited by the Council for Interior Design Accreditation
Mississippi State University, Starkville, MS | Graduated August 2013

EXPERIENCE

OSAKA JAPANESE RESTAURANT, FLOWOOD, MS

November 2023 - present | General Manager

Responsibilities:

- Maintain a safe, secure, and healthy facility by establishing, following, and enforcing sanitation standards and procedures
- Oversee daily operations by coordinating with the front and back of house
- Organize front of house staff shifts and schedules and interview and train new employees
- Manage finances by maintaining payroll and generating financial reports
- Maintain a positive relationship with vendors and regularly review product quality
- Manage the performance of team members and provide feedback to improve productivity
- Initiate and monitor restaurant marketing and promotions
- Respond to customers' complaints in an efficient manner with sensitivity and care
- Maintain the restaurant's social media pages and email
- Handle budget administration and preparation, including forecasting, profit and loss accountability, cost control, and inventory

MISSISSIPPI DEPARTMENT OF ARCHIVES & HISTORY, JACKSON, MS

December 2022 - October 2023 | Multimedia Specialist Team Lead

Responsibilities:

- Developed & designed MDAH museum exhibits and historic sites
- Created exhibit graphics and interpretive signage, promotional, educational materials, and other multimedia components
- Sketched design ideas and concepts for upcoming exhibits
- Designed and constructed 2D & 3D designs using AutoCAD and SketchUp for permanent or temporary exhibitions

- Assisted with writing, editing, and proofreading written pieces for in-house exhibits
- Conferred with administrative, curatorial, and exhibit staff members to determine theme, content, and informational purpose
- Worked with the marketing team and external partners in resizing, editing and updating previously produced pieces in a variety of formats
- Researched ideas and materials presented for exhibits and made decisions regarding proper visual interpretation
- Met clients to determine a theme or review the objects to be displayed, establishing budgets, and scheduling the project to completion

MISSISSIPPI DEPARTMENT OF FINANCE & ADMINISTRATION, JACKSON, MS
April 2022 - November 2022 | Quality Control Specialist

Responsibilities:

- Designed prototypes, wireframes, and task flows using Figma and Miro
- Researched content to create training guides & manuals of specified areas & their processes
- Communicated & collaborated with contractors, developers, & end-users to identify system requirements & defects
- Determined information architecture and created sitemaps for multiple applications
- Planned, researched, & conducted usability tests to understand end-user behavior and needs to design the best overall user experience
- Collaborated with developers to ensure that end-user needs are met from usability data
- Designed graphic user interface elements, like menus, tabs, & widgets using Figma & Clip Studio Paint

PUBLIC EMPLOYEES' RETIREMENT SYSTEM OF MISSISSIPPI, JACKSON, MS
August 2019 – April 2022 | Systems Specialist

Responsibilities:

- Performed various application testing to ensure systems produced correct results
- Acted as a liaison between end-users & developers to ensure system requirements are met
- Provided tier 1 & 2 technical assistance and solutions for end-user issues remotely
- Resolved technical issues by running diagnostics & provided pertinent solutions
- Assisted in the design of test data to ensure resulting system met clients' needs
- Monitored & notified agency programmers of any bugs in applications in production environments
- Developed user documentation, including system reference manuals & training materials

ADDITIONAL SKILLS

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|---------------------|---------------------------------------|
| - Brand Management | - Conflict Resolution/Problem Solving |
| - Copy Editing | - AutoCAD |
| - HTML/CSS | - Management |
| - Adobe InDesign | - Product Design |
| - Adobe Illustrator | - Fundraising/Budgeting |
| - Adobe Photoshop | - Digital Photography |
| - Adobe Acrobat | - Web Design |
| - Digital Marketing | - Remote Support |

REFERENCES AVAILABLE UPON REQUEST