

Tom Tieu

tomtieu72@gmail.com ♦ (317) 560-6212

EDUCATION

Indiana University

Graduation May 2026

Bachelor of Science, Informatics

Bloomington, IN

- 2022-2023 C.O.A.S. Executive Dean's List; Fall 2023 Luddy Dean's List; 3.8/4.0 GPA
- intramural league volleyball captain; Vietnamese Student Association; Asian American Association

WORK EXPERIENCE

Laurie Burns McRobbie Serve IT Clinic

Jan. 2024 – Present

UX Design

Bloomington, IN

- Develop and collaborate with other team members with prototyping, wireframing, user flows, and mockups
- Apply learned user design principles to create client-desired products for various projects
- Attend multiple design consultations to maintain client expectations and solve additional needs
- Attend weekly team meetings to maintain project management and measure progress

University Information Technology Services

Sept. 2023 – Present

Technology Center Consultant

Bloomington, IN

- Deliver accurate advice and high quality technological solutions daily to affiliates of Indiana University
- Solve unknown complications and troubleshoot regarding software, hardware, applications, and printing issues
- Record contacts, problem escalations, and solutions with proper grammar and punctuation through ServiceNow
- Maintain and repair computer labs and various computer systems throughout campus buildings up to standards to ensure continuity of service

Walmart

Apr. 2020 – Present

Personal Shopper

Franklin, IN

- Fulfill customer orders by reviewing and packaging their merchandise while ensuring package accuracy
- Make appropriate product substitutions and consult with customers as needed to ensure satisfaction
- Identify and resolve customer needs and issues through the company's financial policies and procedures

Greek's Pizzeria and Tapp Room

Sept. 2018 – Jan. 2020

Kitchen Worker

Franklin, IN

- Worked in a high-stress, fast-paced environment in all kitchen positions to accurately complete customer orders
- Effectively collaborated with other team members and managers to maximize productivity

CERTIFICATES, SKILLS & INTERESTS

- **Certificates:** HTML for Programmers, Accenture North America Data Analytics and Visualization Job Simulation on Forage
- **Skills:** English; Vietnamese; Japanese; python; visual design; application development; Google; independence; collaboration; communication; time management; adaptability; attention to detail
- **Interests:** learning new hobbies; physical activity; volleyball; longboarding; traveling; photography; socializing