Ngan Dinh Thien Pham (Liz)

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Summary

Aspiring Management Information Systems (MIS) professional with hands-on project experience in database design, SQL development, and system analysis & design. Strong foundation in IT helpdesk operations, cloud-based applications, and business process improvement. Bilingual in English and Vietnamese, with 4+ years of professional experience delivering customer-focused solutions in fast-paced environments.

Education

San Jose State University – San Jose, CA
Bachelor's Degree in Management Information Systems| 2025 – Expected 2027

California State University, Sacramento State University – Sacramento, CA
Bachelor's Degree in Management Information Systems | 2024

Cosumnes River College – Sacramento, CA
Associate Degree in Business Administration | 2023

Asher College – Sacramento, CA
Pharmacy Technician Program | 2021

Technical Projects

IT Helpdesk Analyst Database System – Obayashi Corporation (Course Project)
- Designed and implemented a relational database in Oracle LiveSQL to manage helpdesk tickets, IT assets, and technician support.
- Built ERD diagrams and normalized database structures for tickets, users, hardware/software assets, and updates.
- Developed SQL queries to analyze technician efficiency and asset ownership trends.
- Ensured data consistency with foreign key constraints and optimized queries for performance.

Skills Used: SQL, ERD Design, Oracle LiveSQL, Database Management, LucidChart

Attendity – QR Code Attendance Tracking System (Systems Analysis & Design Project)
- Led requirement gathering and feasibility analysis for a cloud-based mobile app that

records real-time student attendance.
- Designed use case diagrams, data flow diagrams, and ERD to model system processes.
- Built a prototype in Figma and PowerPoint, demonstrating QR-code scanning, secure authentication, and report generation.
- Evaluated system scalability, security, and economic viability for deployment at large universities.

Skills Used: Systems Analysis, UML Diagrams, Prototyping, Risk Analysis, Cloud Solutions

Professional Experience

CVS Pharmacy, San Jose, CA

Lead Pharmacy Technician (2025 – Present)

- Promoted from Pharmacy Technician to Lead role in recognition of leadership, accuracy, and strong customer service

- Supervise and train pharmacy staff, ensure compliance with medical and legal regulations

- Manage workflow, resolve customer concerns, and oversee daily operations

Pharmacy Technician (2023 – 2025)

- Assisted pharmacists in preparing and dispensing prescriptions accurately

- Maintained patient records with confidentiality and compliance

- Provided excellent customer service and supported a high-volume pharmacy

Cosumnes River College – Math Assistant | Sacramento, CA | Oct 2019 – Dec 2020
- Assisted students with academic problem-solving while maintaining system organization and efficiency.

Nakid Online Shop – Customer Service & Operations | Ho Chi Minh City, Vietnam | Jul 2018 – Dec 2018
- Managed inventory and order tracking systems, ensuring accuracy in product fulfillment.

Skills

- Technical: SQL, Oracle LiveSQL, LucidChart, Systems Analysis, ERD/DFD/UML, Microsoft Office Suite
- Business & IT: Database Management, IT Helpdesk Operations, Cloud-Based Systems, Project Feasibility Analysis
- Soft Skills: Problem Solving, Bilingual (English/Vietnamese), Customer Service, Collaboration

Certifications

- PTCB Certified Pharmacy Technician – Renewed 2025
- California Pharmacy Technician License – Renewed 2025