Tyler Nguyen

Student Ambassador

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SUMMARY

Communication junior at Arizona State University with 2 years as a student ambassador for undergraduate admissions. Leads campus tours for families, speaks on preview day panels and answers prospective student questions by phone and email, bringing public speaking practice and a customer service background from a busy fitness club front desk.

EXPERIENCE

Student Ambassador

08/2024 - Present

Arizona State University, Office of Admissions — Tempe, AZ

Paid student role in the admissions office, about 15 hours a week.

- Lead **90+** campus tours a year for groups of up to 40 prospective students and parents.
- Speak on student panels at 6 preview days a year, answering questions on housing, scholarships and first-year advising.
- Log visitor check-ins and follow-up notes in Slate CRM, keeping data entry accurate for 3,000+ visitors a semester.
- Coordinate event planning for admitted-student days with 2 staff coordinators, running check-in tables for 500 guests.

Front Desk Associate

06/2023 - 07/2024

Desert Sky Fitness Club — Tempe, AZ

Part-time front desk role at a 4,000-member gym.

- Checked in up to **250** members per shift and resolved billing questions with a calm customer service approach.
- Sold 18 membership upgrades in one quarter by walking guests through plan options and club tours.
- Updated class schedules and a weekly staff newsletter in Microsoft Office for 30 employees.
- Wrote 3 social media posts a week for the club's Instagram, growing followers from 1,200 to 2,000.

SKILLS

- Public Speaking
- Campus Tours
- Customer Service
- Event Planning
- Slate CRM
- Data Entry
- Microsoft Office
- Social Media
- Communication Skills
- Interpersonal Skills

EDUCATION

Bachelor of Arts

05/2027

Arizona State University — Tempe, AZ

Communication — GPA: 3.6

AWARDS

Dean's List (4 semesters)

05/2026

Arizona State University