

Benson Nguyen

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EDUCATION

Bachelor of Science in Computer Science , <i>University of Houston</i> , 3.47 GPA	May 2027 (Expected)
▪ Minor in Business Administration	
Associate of Science , <i>Lone Star College</i> , 3.63 GPA	May 2023

WORK EXPERIENCE

KIPP Texas Public Schools , <i>IT Operations Intern</i>	May 2025 – July 2025
▪ Extended hardware life 2–3 years by servicing 800 laptops; piloted a refurbish-first process saving ~\$70K on 200 units	
▪ Led a 6-person deployment, delivering 4,800+ devices across 6 campuses on schedule	
▪ Reduced reliability issues by standardizing resets and account management SOPs	

PRODUCT CASE STUDIES

Amazon Review Transparency	Sept 2025 – Oct 2025
▪ Scoped an MVP concept to improve review trust by proposing aspect chips, a credibility meter, and a "Why?" tooltip within existing review UX constraints	
▪ Outlined an explainable signal approach (processing pipeline, clean, sentiment, aspect, aggregate) and mocked UI states to communicate requirements to design and engineering	
▪ Defined success metrics and a validation plan to increase review-detail CTR and reduce expectation-mismatch returns; documented risks and a phased, feature-flag rollout	
Roblox AI Editor Assistant	Sept 2025 – Oct 2025
▪ Proposed three explicit modes—Teach, Debug, Generate—to match user intent and reduce prompt wrestling; specified guardrails including permission prompts, sandbox runs, and one-click rollback	
▪ Specified a project-aware flow from inputs to task routing and validators, then mocked diff preview, explanation, risk badge, Add Test, and Apply to communicate UX and policy	
▪ Set prototype goals and a usability-then-experiment plan to lower time-to-first-feature and raise first-insert compile success; captured pilot criteria and risks	

PROJECT EXPERIENCE

Amazon Review Analyzer	Sept 2025 – Present
▪ Analyzed ~50 Amazon-style laptop reviews with Python/TextBlob; extracted keywords; battery life emerged as the top theme; sentiment split 32 positive, 9 neutral, 9 negative; avg polarity ~+0.20	
▪ Built a one-command pipeline that outputs CSV, word cloud, and sentiment chart; easy to rerun on new data	
▪ Turned findings into product actions: prioritized battery-life messaging, defined success metrics (review-detail CTR, expectation-mismatch return rate), and planned a usability test followed by a controlled experiment	
Portfolio Website – Product & Content Owner	Sept 2025 – Present
▪ Designed IA to answer "What can Benson do?" in under 10 seconds with clear CTAs to code, case studies, and resume	
▪ Built a fast, accessible Next.js site with a simple publish workflow; labeled case studies as Concept (mock screens) and projects as Prototype (runnable)	
VEX Robotics Competitive Robot	Aug 2021 – May 2023
▪ Led a 4-member software/mech team to a top-5 district finish among 20+ teams; ran three prototype iterations to cut cycle time and improve match performance	

SKILLS & AWARDS

- **Product & Analytics:** PRDs/requirements, roadmaps, usability/A-B test planning; metrics (CTR, activation)
- **Technical & Tools:** C++, Python, React/Next.js, Excel, Git/GitHub, CSS, HTML, Design mockups; User flows
- **Awards & Certs:** HLSR Scholarship (2023), Transfer Excellence Scholarship (2024); OSHA General Industry