

Rina Nguyen

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SKILLS

• *Relevant Skills:* Microsoft Office Suite (SharePoint, Excel, Word, Planner, Excel, PowerPoint), Canva, MailChimp, Figma, Wordpress, Drupal, SiteImprove, HootSuite, Meta Business Suite, Granicus, Constant Contact, Adobe Suite (Premiere Pro 2026, Lightroom 2026, Illustrator 2026, Photoshop 2026, Acrobat, InDesign 2026)

WORK EXPERIENCE

Public Information Representative I, City of San José Environmental Services Department February 2024 - Present

- Coordinate, produce, and edit over 50 videos ranging from short social media videos to long form recruitment videos
- Maintain, edit, and design the Environmental Services Department's (ESD) public and internal websites in accordance with departmental, County, State, and Federal policies and governance as Web Lead
- Manage the creative production process for video, photo, and webpage projects including gathering requirements, developing timelines, providing creative direction, and interpreting technical information into effective communication
- Coordinate the design, translation, printing, and mailing for postcards including the yearly potable water rate notice postcard and New Year's recycling postcard to over 32,000 and 314,000 households in English, Spanish, Vietnamese, Chinese, Korean, and Tagalog
- Develop, coordinate, and maintain ESD's social media channels (Instagram, Facebook, X, LinkedIn, and YouTube) as Social Media Lead
- Train, assist, and troubleshoot department staff on digital ADA compliance as ADA Lead
- Maintain ESD's media assets including, photographing staff, events, and City locations, update divisional and departmental media libraries, coordinating CCTV video submissions, and managing video equipment
- Conduct, engage with, and lead community outreach events throughout San José representing Environmental Services

Web Content Assistant, County of Santa Clara Technology Services and Solutions July 2023 - January 2024

- Scheduled, created, proofread, and distributed daily email and intranet announcements to over 3,000 agency members
- Updated, maintained, and edited Social Service Agency's public and internal website content and structure in compliance with departmental, County, State, and Federal policies and governance (e.g. ADA compliance and web content readability)
- Migrated employee intranet content from SharePoint 2013 to SharePoint Online, built page layouts to increase user functionality, performed content audits, and provided end user customer support
- Trained business users on procedures and County standards for adding, editing, and deleting content on webpages

Graphic Designer, County of Santa Clara Technology Services and Solutions May 2022 - March 2023

- Created, edited, and coordinated flyers, brochures, banners, logos, logo usage guides, and email newsletter templates for various departments utilizing a variety of computer and graphic design tools
- Collaborated directly with customers through verbal and written dialogues to adjust designs to meet the needs of the organization
- Produced color systems, logos, and usage guides for applications from inception to completion within a timely manner

PROJECTS

Public Information Representative I, 2026 Muni Rate Notice Postcard March 2026

Public Information Representative I, Stormwater Treatment Measure (STM) Webpage Revamp July 2025

Graphic Designer, Intern & Earn Website Layout Feedback October 2022

Graphic Designer, CARMA Logo September 2022

EDUCATION

San Jose State University, San Jose, CA

B.S. Public Relations, Minor in Business