

# Emilio Nguyen

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## SUMMARY

Christian prayer ministry and telephone support professional with four years of experience providing compassionate faith based care, **active listening**, Scripture centered encouragement, Gospel conversations, and confidential documentation. Provides calm support during calls involving grief, family conflict, illness concerns, loneliness, and sensitive circumstances. Uses clarifying questions to discern expressed spiritual needs, selects appropriate prayer and **biblical encouragement**, and presents the **Gospel of Jesus Christ** when appropriate. Follows approved procedures, scripts, ministry guidelines, boundaries, and escalation protocols. Maintains accurate ministry database notes while protecting caller confidentiality and respecting inbound only contact limits. Brings dependable remote work discipline, **clear phone communication**, accurate recall, Zoom familiarity, and flexibility for overnight, weekend, Sunday, holiday, and campaign schedules. Ready to support Cedar Harbor Gospel Outreach with compassionate service and faithful ministry care.

## EXPERIENCE

### Prayer Line Associate, Christian Prayer Ministry

May 2024 - Present

HopeBridge Prayer Network

Knoxville, TN

Supports inbound prayer line operations through Scripture centered care, spiritual discernment, confidential database documentation, Gospel conversations, and escalation guidance. Maintains recurring evening and weekend coverage while completing remote training and staff meetings.

- Provided **Scripture** centered prayer during grief, conflict, illness, loneliness, and sensitive caller situations.
- Used clarifying questions to identify **spiritual needs** and select appropriate prayer, passages, or escalation steps.
- Presented the Gospel with compassion and respected approved inbound contact **boundaries** during sensitive conversations.
- Recorded prayer needs, **spiritual decisions**, dispositions, and interaction details in confidential **ministry databases**.
- Applied escalation guidance when emotional conversations exceeded prayer line scope or required additional support.
- Maintained evening and weekend coverage while completing online refresher training and remote staff meetings.

### Telephone Ministry Representative, Inbound Prayer Support

September 2022 - April 2024

GraceLine Community Ministry

Chattanooga, TN

Supported supervised inbound prayer service operations through compassionate conversation, **biblical encouragement**, church resource guidance, structured documentation, and remote communication tools. Adapted coverage for holidays and ministry campaigns while following current procedures.

- Supported inbound prayer calls with compassionate conversation, prayer, **Scripture**, and church resource guidance.
- Built consistent call notes using required database fields while limiting unnecessary personal information.
- Practiced **active listening** during difficult calls and accurately recalled important caller details.
- Followed approved **scripts** and boundaries during Gospel conversations, prayer requests, and church referrals.
- Used a home **PC**, smartphone, **high speed internet**, web phone tools, and Zoom for service.
- Adapted holiday and campaign coverage while completing procedure updates before accepting calls.

## PROJECTS

### Prayer Line Documentation Improvement 📅 2024

Created a consistent approach for recording prayer needs, spiritual decisions, dispositions, and sensitive caller details. Clearer notes supported accurate ministry records and protected confidentiality during inbound service.

### Remote Prayer Support Readiness 📅 2023

Prepared a quiet home workspace with a PC, smartphone, high speed internet, web phone tools, and Zoom. Reliable setup supported training, database work, and calm caller conversations.

## LEADERSHIP & AWARDS

- Recognized by prayer ministry peers for dependable evening and weekend call coverage.
- Commended for calm listening and compassionate Scripture based support during sensitive conversations.

## EDUCATION

### Bachelor's Degree in Christian Ministry

2022

Johnson University GPA: 3.5

Knoxville, TN

**Coursework:** Christian counseling, biblical studies, pastoral care, ministry leadership

CERTIFICATIONS

- Mental Health First Aid USA 📅 2025
- Christian Ministry Training 📅 2022

TECHNICAL SKILLS

- **Telephone Systems:** Inbound calls, web phone tools, smartphone
- **Ministry Databases:** Caller records, prayer notes, disposition fields
- **Remote Work Tools:** PC, high speed internet, quiet workspace
- **Video Conferencing:** Zoom, online meetings, remote training
- **Documentation Practices:** Call notes, accurate recall, required details
- **Christian Ministry Resources:** Scripture, biblical encouragement, Gospel presentation
- **Call Support Methods:** Active listening, clarifying questions, compassionate prayer
- **Service Procedures:** Approved scripts, ministry guidelines, escalation protocols
- **Privacy Practices:** Confidentiality, discretion, inbound only contact
- **Availability Operations:** Overnight coverage, weekend coverage, holiday coverage

SKILLS

- |                          |                        |                         |                    |
|--------------------------|------------------------|-------------------------|--------------------|
| • Active listening       | • Scripture            | • Database systems      | • Customer service |
| • Prayer support         | • Phone communication  | • Escalation procedures | • Teamwork         |
| • Gospel presentation    | • Confidentiality      | • Remote work           | • Flexibility      |
| • Biblical encouragement | • Caller documentation | • Zoom                  |                    |

PROFESSIONAL AFFILIATIONS

- Christian prayer ministry service through HopeBridge Prayer Network.
- Community ministry telephone support through GraceLine Community Ministry.

LANGUAGES

- English (Native)
- Vietnamese (Intermediate)

ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST