



DAVID DURAN

CONTACT

P: 520 285 6876

E: David.Duran.3@hotmail.com

EDUCATION

NORTHERN ARIZONA

UNIVERSITY

Business Administration

EXPERIENCE

Over 7 years of cross-cultural leadership experience in various service levels and operations .

Quality Improvement Project Management and Data Analysis Management.

5+ years of Microsoft Office expertise and trainer.

Proficient communication, with experience in public presentations in English, Spanish, French, ASL.

Certified adult experiential learning facilitator.

CHANG ORTHODONTICS | 2020 - present

Freelance Financial Consultant

Financial asset to Chang Orthodontics, detailed oriented, hyper-organized, and finance focused.

- Analyzed through observation and record keeping, systems, accounting, book keeping, organization and patient—clinic operations.
- Assessed opportunities and implemented strategies to increase patient volume, and overall patient satisfaction.
- Identified organization improvements through day-to-day data collection. Created organizational tools through Google Sheets and Excel that enhanced communication between different sections of the operation, resulting in better job efficiency, and overall patient satisfaction.
- Through emotional intellect motivated the team to learn to use of new computer programs and systems. Improved overall team morale by building curiosity and a safe learning environment through the different disciplines within the operation. Established employee processes to ensure information security, credit card information security, financial accountability, and procedures to increase productivity and job efficiency.

MARRIOTT INTERNATIONAL | 2012-2020

Bay Area Performance Analysis and Development Management

Analytical leader with a global mindset, cross-cultural diverse experience across the JW Marriott Brand, Sheraton, Grand Sheraton, Renaissance, Westin, and Marriott branded hotels, demonstrating strong leadership skills throughout the operation in high stress environments, passionate, innovative, and creative.

- Analyzed data provided by different platforms and observations to develop property specific training to improve positive guest impact.
- Identified opportunities with the leadership team across different brands and developed team-specific training to increase profits, revenue, and associate engagement.
- Point of contact and support to provide executive leadership teams with presentable data and presentations on property specific performance.
- Developed procedures to ensure guest satisfaction and safety through the roll out of new safety procedures with focus on crowd control.
- Strategized and procured local resources to control expenses and enhance guest experience with creative solutions .