

DEXTER NGUYEN

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EDUCATION

DUKE UNIVERSITY, The Fuqua School of Business

Master of Science in Quantitative Management: Business Analytics

Teaching Assistant, Programming in R/Python and Data Infrastructure
3rd place in Fuqua Summer Data Competition 2020

Durham, NC

May 2021

TEXAS CHRISTIAN UNIVERSITY, Neeley School of Business

Master of Business Administration, Data Analytics

1st place in Toyota Case Competition 2018; Founder/President of Neeley Data Analytics Club
Research Assistant for Operations Management - Agile Project Management
Consultant to Sabre Travel Network on the go-to-market product launch process for B2B SaaS companies

Fort Worth, TX

May 2020

VIETNAM NATIONAL ECONOMICS UNIVERSITY

Bachelor of Science, International Business

Hanoi, Vietnam

2014

TECHNICAL CAPABILITIES

Tools: Microsoft Office, ERP-SAP, Oracle, SQL, R, Python, SAS, MATLAB, Tableau, AutoCAD

Techniques and Applications: Data Mining, Data Visualization, Predictive Modeling, A/B Testing, Machine Learning

Certificates: SAS Certified Specialist, IBM Data Science Professional Certificate, MIT Analytics Edge, Six Sigma Green Belt

EXPERIENCE

TERRASOUL SUPERFOODS

MBA Intern, Planning and Analysis

- Led Amazon production-fulfillment planning and performance analysis for a cross-functional team of 50+ engineering and production employees
- Developed a new automation planning model, optimizing team workflow and improving order cycle time by 200%+ under the effect of COVID-19

Fort Worth, TX

2020

PITNEY BOWES

MBA Intern, Automation and Systems Innovation

- Managed four automation projects piloting robotics and analytics technology platforms, reducing operational headcount by 30%+ in the two largest parcel-fulfillment facilities
- Collaborated with engineering and vendor teams to build key performance metric systems, achieving the 100% adoption rate after three weeks of development

Austin, TX

2019

VIETNAM AIRLINES

Senior Analyst, Business and Product Planning

- Implemented business planning using data analysis and predictive modeling to assign each agent with efficient and cost-effective routes, achieving the revenue growth rate of 20% in Korea and 60% in Japan
- Built two new products in Japan market with over 85% flight occupancy rate, contributing to 20% of revenue and pushing market share locally by 15%

Hanoi, Vietnam

2016 – 2018

DILIGO

Analyst, International Business

- Doubled overseas B2B revenue of 2014 – 2015 period, the fastest growth in division history, by improving sales retention rate of 12 top partners by 90% through promotion and pricing strategies
- Acquired two partners through digital marketing analytics on Alibaba and B2B platforms, winning the first distribution partnership in Jordan market and enhancing overseas brand awareness rate by 70%

Hanoi, Vietnam

2015 – 2016

SAMSUNG ELECTRONICS

Analyst, Production Planning

- Led team of five in production planning for flagship smartphones' metal components, managing the first global supply chain for Galaxy S6 with cross-functional teams of 20K employees
- Attained fastest improvement among current components' supply chains by increasing on-time-delivery to 99% and decreasing plan-cycle-time index by 25% in 2015

Bac Ninh, Vietnam

2014 – 2015

SELECTED PROJECT

Analyzing Customer Satisfaction of Apple AirPods Using Exploratory Data Analysis and Classification Techniques (Python)

- Designed a customer satisfaction survey for AirPods users in Durham, NC; cleaned and visualized data from 89 respondents by utilizing sampling method and other cleaning techniques in Python; built a Random Forest model with an accuracy of 65%, enabling the detection of the satisfaction level and the varying importance of different product features