

DEXTER NGUYEN

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EDUCATION

DUKE UNIVERSITY, The Fuqua School of Business <i>Master of Science in Quantitative Management: Business Analytics</i> 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 <i>Master of Business Administration, Data Analytics</i> 1st place in Toyota Case Competition 2018 Founder/President of Neeley Data Analytics Club Research Assistant for Operations Management - Agile Project Management	Fort Worth, TX May 2020
VIETNAM NATIONAL ECONOMICS UNIVERSITY <i>Bachelor of Science, International Business</i>	Hanoi, Vietnam 2014

TECHNICAL CAPABILITIES

Tools: Microsoft Office, ERP-SAP, Oracle, R, Python, SQL, SAS, Tableau, Auto CAD, Six Sigma Green Belt
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

EXPERIENCE

TERRASOUL SUPERFOODS <i>MBA Intern, Planning and Analysis</i> <ul style="list-style-type: none">Led Amazon production-fulfillment planning and performance analysis for a cross-functional team of 50+ engineering and production employeesDeveloped 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 <i>MBA Intern, Automation and Systems Innovation</i> <ul style="list-style-type: none">Managed four automation projects piloting robotics and analytics technology platforms, reducing operational headcount by 30%+ in the two largest parcel-fulfillment facilitiesCollaborated with engineering and vendor teams to build key performance metric systems, achieving the 100% adoption rate after three weeks of development	Austin, TX 2019
NEELEY AND ASSOCIATES <i>Consultant to Sabre Travel Network</i> <ul style="list-style-type: none">Conducted industry data research on the go-to-market product launch process for B2B SaaS companies, enabling product marketing team to understand best practices and make insightful decisions	Fort Worth, TX 2018 – 2019
VIETNAM AIRLINES <i>Senior Analyst, Business and Product Planning</i> <ul style="list-style-type: none">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 JapanBuilt 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 <i>Analyst, International Business</i> <ul style="list-style-type: none">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 strategiesAcquired 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 <i>Analyst, Production Planning</i> <ul style="list-style-type: none">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 employeesAttained 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