

DEXTER NGUYEN

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EDUCATION

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| DUKE UNIVERSITY, The Fuqua School of Business, <i>Master of 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>MBA, 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 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, <i>Bachelor of Science, International Business</i> | Vietnam, 2014 |

TECHNICAL CAPABILITIES

Tools: Advanced Excel, Advanced SQL, R, Python, SAS, MATLAB, Tableau, ERP-SAP, Oracle, AutoCAD
Techniques and Applications: Data Mining, A/B Testing, Predictive Modeling, Machine Learning, Data Visualization
Certificates: SAS Certified Specialist, Data Science (IBM), Machine Learning (Stanford), Analytics Edge (MIT), Six Sigma Green Belt

EXPERIENCE

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| TERRASOUL SUPERFOODS <i>MBA Intern, Planning and Analysis</i> <ul style="list-style-type: none">Built a performance reporting dashboard using SQL and Tableau, offering analytics insights for a cross-functional team of 50+ engineering, marketing, and production employeesDeveloped a new automation planning model, optimizing team workflow and improving eCommerce fulfillment 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 eCommerce fulfillment facilitiesBuilt piloting KPI and metric systems using cleaned and consolidated data from cross-functional departments, achieving the 100% adoption rate after three weeks of development | Austin, TX 2019 |
| VIETNAM AIRLINES <i>Senior Analyst, Pricing and Business Planning</i> <ul style="list-style-type: none">Implemented business planning using pricing 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 JapanCollaborated with engineering team to develop an Oracle SQL-based revenue reporting system, widely used by management and analyst levels, reducing rework rate and reporting-related tasks' time by 50% | 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 |

SELECTED PROJECTS

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| Forecasting Retail Store Traffic Using Support Vector Machine (SVM) and Time Series Analysis (SQL, Python) <ul style="list-style-type: none">Consolidated a dataset of 820 retail stores' visits in 2016 using cleaning and merging techniques in SQL; identified interesting traffic patterns using Exploratory Data Analysis; built a prediction model using SVM and statistical Time Series methods |
| Analyzing Customer Satisfaction of Apple AirPods Using Exploratory Data Analysis and Classification Techniques (SQL, Python) <ul style="list-style-type: none">Designed a dataset of customer satisfaction for AirPods in Durham, NC; cleaned and visualized data from 89 survey 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 |