

# DAVID NGUYEN

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## PROFESSIONAL SUMMARY

Dynamic General Manager with 19 years in strategic planning and leadership. Proven track record in boosting operational efficiency and increasing profitability. Expert in driving process improvements and enhancing team performance. MBA from Stanford University with strong financial acumen and market analysis skills. Fluent in Spanish and French, adding value in international operations.

## WORK HISTORY

07/2021 to 12/2025

### General Manager

**Pinnacle Enterprises** – Seattle, WA

- Oversaw operations, boosting profits by 15%
- Implemented efficient processes, saving \$1M annually
- Led team, achieving customer satisfaction increase by 20%

02/2012 to 06/2021

### Operations Director

**Elevate Corp** – Eastside, WA

- Directed operations improving efficiency by 25%
- Managed budgets over \$5M annually with precision
- Instituted training programs, enhancing skills by 30%

03/2006 to 01/2012

### Regional Manager

**Triton Services** – Spokane, WA

- Expanded region, sales grew by 40%
- Optimized workflow, productivity rose by 35%
- Maintained quality, reducing errors by 50%

## ACCOMPLISHMENTS

- Reduced operational costs by 30%
- Increased market share by 12% through strategic planning

## SKILLS

### Team Leadership



### Customer Relations



### Financial Management



### Operational Efficiency



### Strategic Planning



## CERTIFICATIONS

- Certified Manager of Operations - American Management Association
- Project Management Professional - Project Management Institute

## EDUCATION

06/2006

### MBA: Business Administration

**Stanford University** - Eastside, WA

06/2004

### Bachelor of Science: Economics

**University of California, Berkeley** - Eastside, WA