

David R. Dugle II

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PROFESSIONAL SUMMARY

- Web Developer skilled in Full-Stack development and dynamic web projects.
- Logistics professional with extensive experience in vault operations, cash handling, coin transit, and route management techniques.
- Customer focused manager with the highest level of integrity, dignity and standards both on an internal and external basis. Known for having excellent time management, communication and delivering high quality, reliable programs and services which meet customer expectations.
- Life safety champion that applies risk focused processes and procedures to ensure all employees work and return home safely.

PROFESSIONAL EXPERIENCE

Automotive Sales

SEPTEMBER 2016 –OCTOBER 2020

PRODUCT SPECIALIST AND SALES PROFESSIONAL

- Top performing Sales professional consistently in the top 10% of monthly sales
- Highly rated customer reviews
- Skilled at developing relationships resulting in repeat customers
- Designated technology expert for multiple product lines
- Subject matter expert in AutoAlert System

BRINKS

MAY 1997 – JULY 2016

AREA DIRECTOR

- Oversaw Cash in Transit, Cash Processing, and Coin Processing in North Carolina, South Carolina and Alabama Operations
- Successfully led a team to onboard large financial customer that doubled the revenue for the market
- Used Six Sigma Lean tools (Fishbone diagramming, 5 WHY's, 5-S, and A3) to drive district process improvement projects.
- Redesigned routes in multiples cities covering three states to increase efficiencies and meet customer metrics
- Optimized capital expenditures to ensure equipment needs were met
- Leveraged systems, equipment and process redesign to drive continuous improvement in cost, quality and efficiency
- Collaborated with the Operations Excellence team to identify global best practices to incorporate into the U.S. Cash Vault Services Operation
- Worked with the Inventory and Audit team to identify any process gaps that could result in a failed audit or inventory out of balance and worked with the City Manager and Branch Leadership team on countermeasures to eliminate the defect
- Supported the District Vice President in providing the direction necessary to organize the market logistics and aggressively develop a product-driven organization with weekly quality reviews of each branch's performance

CITY MANAGER

- Provided first line supervision to Cash Vault Services team members and ensured that processes were efficient
- Initiated a program for anti-robbery training to each branch
- Partnered with the Area Director to proactively identify any process gaps that could result in a failed audit or inventory out of balance and assisted in risk mitigation
- Proactively reduced risk exposure and ensured implementation of measures to reduce work's compensation injury costs and security losses within the local city market
- Ensured proper recruitment, selection and training, while mentoring, coaching, and developing the first-line supervisory team assigned the department
- Identified ways to improve management of costs, continually improved efficiencies and drove services to positively impact business results in the market Develop the product lines within the assigned market
- Developed a visual deterrent system that was accepted as a best practice and implemented regionally

BRINKS CONTINUED

BRANCH MANAGER

- Improved a Branch from a negative profit margin to a 26% positive profit margin in under a year
- Ensured proper recruitment, selection and training, while mentoring, coaching, and developing the first-line supervisory team assigned to the market
- Assumed responsibility for the overall management at a location and ensured successful integration and partnership with all Brink's product lines
- Improved management of costs, continually improved efficiencies and drove services to positively impact business results in the market Develop the product lines within the assigned market
- Established profitable relationships by maintaining good communications and service levels with customers
- Coached and developed future leaders for succession planning purposes
- Continuously built solid relationships to ensure change management was implemented across all level of employees
- Mandated quarterly training to ensure compliance to standard operating procedures
- Scouted new opportunities for Brink's products to be introduced within the market

ATM MANAGER

- Trained employees and customers on servicing ATM's
- Created training videos for consistent training in multiple locations
- Set up weekend training events to ensure proper servicing

CASH IN TRANSIT MESSENGER

- Delivered and picked up valuables, cash and coin bags to and from customer locations
- Reconciled customer deposits and receipts of all valuables daily
- Responsible for the safe operation of the Crew

SKILLS SUMMARY

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| • Microsoft Office Suite | • HTML |
| • JavaScript | • jQuery |
| • CSS | • Process: Six Sigma Lean Knowledge |
| • Logistics: CDL License and Routing efficiencies | |

Military Experience

May 1995 – April 2001

Army National Guard – Military Police

- Three Army achievement medals - Georgia Olympic support, Reserve Good Conduct and National Defense
- Army service ribbon
- Joint Meritorious Unit award

Certificates and Training

Certificate in Full-Stack web development from UNC Charlotte