

David Dugan

dugandavid4@gmail.com ❖ (805) 427-2774 ❖ North Vancouver, BC

WORK EXPERIENCE

The Data Storytellers

Apr. 2023 – Sep. 2023

Business Operations Lead & Head of Automation

Vancouver, BC

- The Data Storytellers serves as the leading community for data and analytics professionals committed to becoming influential leaders and storytellers.
- As Business Operations Lead, I led key technological initiatives that boosted sales and operational efficiency.
 - Elevated daily cold email outreach from 60 to 200 and initiated a new marketing channel that delivered 12,000 emails in one day.
 - Managed several website migrations while maintaining 100% uptime and resolving critical email issues through DNS management.
- Organized and facilitated a masterclass for 50 data analytics executives from Fortune 500 companies, reinforcing The Data Storytellers' reputation as a leader in B2B executive education.
- Deployed AI technologies for innovative solutions in cold outreach and content production, setting a new standard for company-wide productivity and innovation.

i-Exit Escape Rooms

Aug. 2021 – Apr. 2023

Game Master

Vancouver, BC

- Enhanced player experience and customer service by briefing teams on game rules and effectively handling phone, email, and in-person inquiries, ensuring smooth gameplay and high customer satisfaction.
- Coordinated bookings via Bookeo, ensuring a meticulously organized daily schedule.
- Elevated game engagement by monitoring real-time gameplay and providing timely hints, aiding teams towards successful game completion.

Random Beauty, Inc.

Apr. 2017 – Jan. 2018

Media Intern

Santa Barbara, CA

- Edited weekly hour-long webinars discussing homeopathic subjects into dozens of small videos, sorted by subject, to be uploaded to a Vimeo channel and shown to members as educational content.

SB Menus

Sep. 2016 – July 2017

Delivery Driver

Santa Barbara, CA

- Served customer satisfaction initiatives by efficiently utilizing the Driver mobile app for real-time order updates, which resulted in efficient customer communication and timely food deliveries.

EDUCATION

Simon Fraser University

June 2021

BA, Economics

Burnaby, BC

Santa Barbara City College

May 2018

AA, Film Production

Santa Barbara, CA

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** Professional Scrum Master (PSM 1), HubSpot Marketing, HubSpot Sales Software, HubSpot Email Marketing, Google Data Analytics Specialization
- **Skills:** HubSpot; Pipedrive; Microsoft 365/Office; Zapier; Notion; Google Workspace; Slack; Python; HTML; Adobe Creative Cloud; domain name system (DNS); agile methodologies; A/B testing; automation workflows; project management; prompt engineering; process improvement; data analysis; customer service; video editing; content creation
- **Interests:** Programming, AI technologies; soccer; rhythm games; photography; chess; traveling