

# David Dugan

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## WORK EXPERIENCE

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### 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

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### Simon Fraser University

June 2021

*BA, Economics*

*Burnaby, BC*

### Santa Barbara City College

May 2018

*AA, Film Production*

*Santa Barbara, CA*

## CERTIFICATIONS, SKILLS & INTERESTS

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- **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; Sales Navigator; Ring.io; Typeform; RocketReach; Slack; Python; HTML; SQL; Adobe Creative Cloud; domain name system (DNS); agile methodologies; A/B testing; automation workflows; project management; process improvement; data analysis; customer service; video editing; content creation
- **Interests:** Programming, AI technologies; soccer; rhythm games; photography; chess; traveling