

DEXTER NGUYEN

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EDUCATION

- DUKE UNIVERSITY, The Fuqua School of Business, *Master of Quantitative Management: Business Analytics*** Durham, NC
Teaching Assistant, Programming in R/Python and Data Infrastructure May 2021
3rd place in Fuqua Summer Data Competition 2020
- TEXAS CHRISTIAN UNIVERSITY, Neeley School of Business, *MBA, Data Analytics*** Fort Worth, TX
1st place in Toyota Case Competition 2018; Founder/President of Neeley Data Analytics Club May 2020
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
- VIETNAM NATIONAL ECONOMICS UNIVERSITY, *Bachelor of Science, International Business*** 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, Forecasting, Machine Learning, Data Visualization
Certificates: SAS Certified Specialist, Data Science (IBM), Machine Learning (Stanford), Analytics Edge (MIT), Six Sigma Green Belt

EXPERIENCE

THUMBTRACK

San Francisco, CA
2021

Senior Analyst, Revenue Forecasting

- Built and maintained a revenue forecasting model whose metrics were analyzed and separately predicted by linear regression, time series, and machine learning models, offering analytics insights for 100+ members across finance, business analytics, marketing, product analytics teams

TERRASOUL SUPERFOODS

Business Analyst, Planning and Analysis

Fort Worth, TX
2020

- Built a performance reporting dashboard using SQL and Tableau, offering analytics insights for a cross-functional team of 50+ engineering, marketing, and production employees
- Developed a new automation planning model, optimizing inventory management and improving eCommerce fulfillment order cycle time by 200%+ under the effect of COVID-19

PITNEY BOWES

Austin, TX
2019

Business Analyst Intern, Automation and Systems Innovation

- Managed four automation projects piloting robotics and analytics technology platforms, reducing operational headcount by 30%+ in the two largest eCommerce fulfillment facilities
- Built piloting KPI and metric systems using cleaned and consolidated data from cross-functional departments, achieving the 100% adoption rate after three weeks of development

VIETNAM AIRLINES

Hanoi, Vietnam
2016 – 2018

Senior Analyst, Pricing and Business Planning

- Implemented business planning using pricing analysis and predictive modeling to assign each agent with profitable/cost-effective routes, achieving the revenue growth of 20% in Korea and 60% in Japan
- Collaborated 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%

SAMSUNG ELECTRONICS

Bac Ninh, Vietnam
2014 – 2015

Analyst, Production Planning

- 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 employees
- Attained fastest improvement among current components' supply chains by increasing on-time-delivery to 99% and decreasing plan-cycle-time index by 25% in 2015

SELECTED PROJECTS

Forecasting Retail Store Traffic Using Support Vector Machine (SVM) and Time Series Analysis (SQL, Python)

- 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)

- 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