

# David Nguyen

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## PROFESSIONAL SUMMARY

Highly skilled Airborne Intelligence Analyst with over 4 years of experience in real-time data analysis, information system operation and configuration, and complex problem-solving for federal and international agency clients. Adept at cross-functional team leadership, communication, and coaching with a strong focus on delivering results. Unique military intelligence and airborne operations background, setting me apart from other candidates in the IT and system administration fields. Committed to leveraging my diverse experience to drive innovation and exceptional performance in dynamic, high-stakes environments.

### Certifications:

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|--|------------------------|
| • Maintained and current TS/SCI CI Poly                      | • NSA Mode 1           |
| • CompTIA A+ Certified                                       | • NSA Mode 3           |
| • In progress: CompTIA Network+ and Security+ certifications | • NSA Mode 2 (expired) |

### Distinctive Achievements:

- Over 500 combat flying hours in the installation, operation, and training of SIGINT information hardware and software systems, both domestically and internationally
- District Manager overseeing 200+ employees, with a proven track record in leading, coordinating, researching, and providing innovative solutions
- Proficient in interpreting code/data, initiating production, organizing meetings and training programs, confronting difficult situations, tackling complex problems proactively, delegating authority, and preparing reports and presentations
- Expertise in connecting military intelligence operations with IT and system administration domains, enabling a unique perspective on technology integration and optimization

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## PROFESSIONAL EXPERIENCE

### United States Air Force – Special Operations Command

August. 2019 – Present

#### Tactical Information Systems Operator

Hurlburt Field, FL

- Installed, configured, and operated electronic signal/radio/network/computer information systems across different aircraft architectures with network and application server hardware and associated peripheral appliances
- Successfully diagnosed and resolved over 150 complex technical issues related to electronic signal/radio/network/computer information systems, ensuring maximum operational efficiency and minimal downtime for critical missions
- Streamlined the installation and configuration process of network and application server hardware, reducing setup time by 25% and significantly enhancing system performance across various aircraft architectures
- Developed and implemented comprehensive training programs for over 100 personnel on the operation and maintenance of electronic signal/radio/network/computer information systems, resulting in a 30% increase in team efficiency and proficiency
- Identified and recommended cutting-edge peripheral appliances to enhance system capabilities, leading to a 15% improvement in overall data processing and analysis speed
- Spearheaded a cross-functional team to proactively troubleshoot and optimize electronic signal/radio/network/computer information systems, resulting in a 20% reduction in reported technical issues and increased mission readiness
- Validated 15-million-dollar data analysis software and developed practical operating procedures to relay back to project managers and executive leadership, ensuring software exceeded operational standards.

### Signals Intelligence Analyst

May 2020 – Present

- Mastered advanced data analysis techniques through the completion of an NSA course, leading to a 35% increase in the accuracy and efficiency of data interpretation and network mapping and exploitation tasks
- Developed and implemented automated processes for computer/network system operations, enabling a 20% reduction in resource allocation and enhancing data collection capabilities without the need for supervision

- Managed the secure and timely transfer of over 1600TB of time-sensitive operational data to five agency partners, ensuring seamless collaboration and data-driven decision-making across organizations
- Introduced a proactive monitoring system to track cost-to-performance metrics, enabling organizational decisions to be made 14 days in advance and resulting in a 10% improvement in overall operational efficiency
- Spearheaded an inter-agency knowledge-sharing initiative, facilitating collaboration and the exchange of best practices in signals intelligence analysis, leading to a 15% increase in overall team effectiveness and innovation

#### **District Manager**

**March 2022 – Present**

- Helmed emergency management program, responsible for over 212 employees within the country and outside. Maintained sensitive documents and administered program policies, monitoring progress and recommending practical improvements increasing participation by 37%.
- Responsible for vehicle maintenance program performing proper vehicle inspections (PMI), inventory management, training operation procedures, and enforcing safety and accountability policies for vehicles totaling \$1,140,000 in assets.
- Oversee large, often cross-functional, department projects or initiatives; bring together important stakeholders and help drive decisions

#### **Local Training Manager**

**June 2021 – May 2022**

- Designed and executed comprehensive, real-time combat training programs utilizing radios and specialized training and operational systems, resulting in a 25% improvement in operators' and aircrews' proficiency in TTPs, SOPs, and contingency scenarios.
- Coordinated and managed large-scale Realistic Military Training (RMT) events across three states, involving 500 to 1000 participants from all major US military branches, fostering inter-branch collaboration and communication.
- Developed customized training materials and resources tailored to the unique requirements of various military aircraft, enhancing the effectiveness of training exercises and overall mission readiness.
- Implemented a streamlined system for assessing and tracking participant progress during RMT events, leading to a 15% increase in the identification of areas for improvement and targeted skill development.
- Established a feedback loop with operators and aircrews to continuously refine and optimize training exercises, resulting in a 20% increase in overall training effectiveness and participant satisfaction.

#### **Rag & Bone**

**September 2018 – July 2019**

#### **Operations Manager**

**Livermore, CA**

- Supervised frontline managers' operational standards to increase speed, eliminate shrink, and enhance customer experience.
- Led sales team in 20% growth in sales, add-on sales, items per transaction, and guest conversion through active training plans and tracking individual sales metrics
- Liaised with district and regional managers to coordinate in-person visits, generate daily/weekly/monthly/quarterly performance reports, audit, and inventory company assets

#### **LogoBoss**

**June 2017 – Dec 2017**

#### **Customer Service Representative**

**Dublin, CA**

- Managed concept-to-launch of business development events for high-profile clients and Fortune 500 companies.
- Implemented corporation-level online fulfillment and onboarding system for convenient and effective distribution of marketing materials to end clients.
- Saw over clientele development and engagement, allowing the cultivation of new partnerships and opportunities to develop bespoke marketing solutions from local to national level programs

#### **Scotch & Soda**

**March 2016 – July 2017**

#### **Fashion Consultant, Brand Ambassador**

**Livermore, CA**

- Embody extensive knowledge of brand products, design philosophy, and customer service to customers. Building rapport with clientele to serve clothing requests.

#### **Tammy Nail & Spa**

**May 2010 – August 2015**

#### **Cashier, Secretary**

**Tracy, CA**

- Family business- responsible for coordinating appointments via phone and in-person communication. Processed payments and performed opening- and closing cash register accountability procedures.

## EDUCATION

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### **Embry-Riddle Aeronautical University**

#### **Degree Technical Management, Cybersecurity Minor**

**Daytona Beach, FL**

- Bachelor of Science in Technical Management currently in progress

### **The University of West Florida – Center for Cybersecurity**

#### **Cyberskills2work Program – System Administrator**

**Pensacola, FL**

- The Cyberskills2work Program at the University of West Florida's Center for Cybersecurity has expanded my skill set in cybersecurity and system administration. This intensive, seven-month program offers hands-on training in risk management, essential cyber defenses, and CompTIA A+, Network+, and Security+ certifications. This comprehensive education has honed my technical abilities and prepared me to tackle complex cybersecurity challenges in any IT organization. Currently in Progress

### **7 Eagle Group**

#### *Technology & IT SkillBridge*

*Remote*

- Engaged in a specialized cybersecurity and IT internship, focusing on system administration, security operations, and network management to ensure various systems' optimal performance and security.
- Actively participating in on-the-job training in cybersecurity solution implementation, cybersecurity in enterprise environments, and troubleshooting, diagnosing, and resolving IT issues in a remote setting.
- Gaining valuable experience collaborating with security operation centers, blue teams, and cybersecurity auditing teams to enhance the organization's security posture and mitigate potential threats.
- Developing proficiency in analyzing system hardware, software, and network configurations to identify vulnerabilities and implement appropriate cybersecurity measures.
- Expanding knowledge of industry best practices and emerging trends, positioning myself as a well-rounded professional in the cybersecurity and IT fields.