

MICHAEL NGUYEN

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PROFESSIONAL EXPERIENCE

ProSupps USA, LLC

Plano, TX

Director of IT

Sep 2023 – Present

- Spearhead the modernization of EDI processes in D365, incorporating advanced technology and process optimization.
- Manage a comprehensive upgrade of the ERP system, integrating advanced tools and functionalities to significantly enhance operational efficiencies and streamline company-wide processes.

Supply Chain Director

Aug 2023 – Sep 2023

- Developed and conducted comprehensive training programs focused on efficient inventory procurement strategies.
- Enhanced team proficiency in inventory management, balancing cost-effectiveness and cash flow stability.
- Systematized training materials, reducing on-boarding time for new departmental hires by 30%.

Supply Chain Manager

Aug 2021 – Aug 2023

- Managed procurement and inventory strategy adjustment for over 100 SKUs, ensuring supply chain resilience. Maintained 85% in-stock and a competitive market position for key sales channels during a critical period.
- Conducted a collaborative effort with internal teams and vendors to reformulate top-moving SKUs. Successfully reduced COGS by 20%, maintaining profitability during market instability.
- Coordinated logistics between multiple 3PLs to maintain optimal inventory levels. Secured consistent stock availability to maintain 45 days on key SKUs, supporting uninterrupted sales and customer satisfaction between direct to consumer and FDM sales.
- Created a robust replenishment model by extracting and analyzing data from the existing system and incorporating sales forecasts to generate reports efficiently.

Purchasing Manager

May 2021 – Aug 2021

- Implemented quarterly raw material price reviews with suppliers and engaged in strategic negotiations to ensure alignment with fair market values. Achieved stable and fair market pricing with vendors and enhanced budget predictability.
- Collaborated with cross-functional teams to align purchasing plans with production schedules, ensuring timely availability of materials and minimizing production delays.

IT Manager

May 2020 – Apr 2021

- Implemented and led daily SCRUMs with a team of 3 and maintained dialogue on performance, challenges, accountability, and recognition.
- Directed technical projects in alignment with organizational goals that drove over \$30M in annual revenue.
- Managed the integration and maintenance of D365 ERP system, enhancing business process efficiency and data accuracy across different departments.

ERP Systems Manager

Jan 2018 – May 2020

- Investigated ledgers and reconciled \$2M worth of inventory discrepancy in Microsoft D365, ensuring reliable financial reporting.
- Collaborated with IT and business stakeholders to develop and maintain robust data governance policies, ensuring data integrity and compliance within D365.
- Conducted comprehensive training sessions for end-users, enhancing their proficiency in utilizing D365 for various business operations.

EDI Integration Analyst

May 2017 – Jan 2018

- Managed project to enable faster EDI document processing through internal ERP system (D365) enhancement with external resources. Reduced order processing times by 60%, improving operational efficiency.
- Collaborated with external resources to integrate 10 trading partners, enhancing operational efficiency.
- Conducted rigorous testing and validation of EDI transactions for retail and 3PLs, guaranteeing compliance with industry standards and partner requirements.
- Developed and maintained comprehensive documentation for EDI processes and configurations, facilitating easy knowledge transfer and continuous process improvement.

SKILLS

Technical Skills: Project Management, IT Management, Technical Support, System Administration, IT Operations, Active Directory, Troubleshooting, Business Analysis

Languages: English, Vietnamese