



Timothy Nguyen

DIRECTOR

Director of Operations with 11 years across SaaS and fintech, leading cross-functional teams of 25-40 people. Track record of turning around underperforming business lines and building reporting systems that surface problems before they hit the P&L.

CONTACT INFORMATION



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KEY SKILLS

- P&L ownership
- Vendor negotiation
- Workforce planning
- SQL (reporting)
- Looker / Tableau
- Process redesign
- OKR planning
- Cross-functional leadership
- Change management
- Hiring and coaching

PROFESSIONAL EXPERIENCE

Director of Operations | Northfork Lending, Charlotte, NC | 2021 – Present

- Lead 32-person operations org covering underwriting support, servicing, and vendor management for a \$1.4B consumer loan portfolio.
- Rebuilt the weekly ops review using a single dashboard tied to NPS, cost-per-loan, and cycle time; cut average meeting time from 90 to 35 minutes.
- Renegotiated contracts with three core vendors, saving \$2.3M annually with no SLA degradation.
- Sponsored a servicing automation rollout that reduced call volume 18% in the first two quarters.
- Coach four managers; promoted two into director-track roles in 2023.

Senior Manager, Customer Operations | Bluepath Software, Charlotte, NC | 2017 – 2021

- Ran a 22-agent support team handling 9k tickets/month for SMB and mid-market accounts.
- Cut median first-response time from 14 hours to under 4 by restructuring queues by product line.
- Built the first QA program for the team; CSAT moved from 84% to 92% over 18 months.
- Partnered with Product to triage recurring bugs, eliminating the top three ticket drivers.

Operations Manager | Halverson Group, Raleigh, NC | 2014 – 2017

- Managed a 9-person back-office team supporting commercial real estate closings.
- Standardized closing checklists across four regional offices, reducing rework by roughly a quarter.
- Owned forecasting for staffing and ran weekly headcount-to-volume reviews with finance.

EDUCATION

MBA, Operations Concentration, UNC Kenan-Flagler Business School, 2016

B.S. Industrial Engineering, NC State University, 2011