

Timothy Nguyen

Business Administration

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Director-level business administration leader with 17 years across professional services, healthcare, and manufacturing. Build operations functions from scratch, run integrations after acquisitions, and partner with CFOs on the systems and reporting that make a growing company legible.

Professional Experience

Director of Business Operations, Sonoran Surgical Partners, Scottsdale, AZ

2020 – Present

- Report to the COO of a multi-site surgery group (11 locations, ~\$78M net revenue); own operations budget, vendor strategy, and administrative staffing.
- Led the operational integration of two acquired surgery centers, including staff transition, EHR consolidation, and payer contract loading, both live within 90 days of close.
- Rebuilt the monthly operations review packet used by the board; standardized metrics across sites so revenue per case and supply cost per case are directly comparable.
- Consolidated four medical-surgical supply vendors into two and negotiated tiered pricing that reduced supply spend by roughly 12% year over year.
- Manage a team of 6 site administrators and a shared services coordinator.

Senior Operations Manager, Copperline Manufacturing, Tempe, AZ

2016 – 2020

- Owned back-office operations for a \$42M contract manufacturer: purchasing, inventory control, and HR administration.
- Led an ERP transition from QuickBooks Enterprise to NetSuite, including chart of accounts redesign and cutover planning across three warehouses.
- Built the company's first sales and operations planning cadence, joining sales forecasts to production capacity in a weekly review the president attended.
- Reduced 90+ day aged inventory by about 35% over two years through cycle count discipline and slow-mover reviews.

Operations Manager, Vista Ridge Property Management, Phoenix, AZ

2012 – 2016

- Managed accounting, leasing operations, and vendor coordination across a portfolio of 22 multifamily properties.
- Standardized the monthly owner reporting package, which cut owner inquiry volume noticeably in the first two quarters after rollout.
- Supervised a team of four accounting clerks and two administrative assistants.
- Led selection and implementation of Yardi Voyager, replacing a mix of legacy systems.

Business Analyst, Meridian Consulting Group, Denver, CO

2008 – 2012

- Delivered operational assessments for lower middle market clients, focused on back-office cost structure and workflow redesign.

- Wrote client-facing reports and financial models used in board presentations.
 - Traveled 60% to client sites across the Mountain West.
 - Promoted from Analyst to Senior Analyst in 2010.
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Education

MBA, Operations and Finance, Arizona State University, W. P. Carey School of Business, 2015

BA, Business Administration, University of Denver, 2008

Project management coursework, 2018

Key Skills

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| • P&L and budget ownership at multi-site scale | • Post-acquisition integration |
| • ERP selection and implementation (NetSuite, Yardi, Deltek) | • Vendor consolidation and contract negotiation |
| • Board and executive reporting | • Sales and operations planning and operational cadence design |
| • Team leadership across multiple sites | • Healthcare payer contract operations (working knowledge) |
| • Financial modeling | • Change management |