

# Vivian Nguyen

✉ [vivian.nguyennn9@gmail.com](mailto:vivian.nguyennn9@gmail.com) ☎ 0424 909 849 🌐 [vivian-nguyen.com](http://vivian-nguyen.com) [in LinkedIn](#) [GitHub](#)

## SUMMARY

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Results-driven and customer-centric professional with over 2 years of experience in customer service, stakeholder engagement, and operational management. Demonstrated strong problem-solving and analytical thinking, effective stakeholder communication and collaboration, and a keen attention to detail and data accuracy. Skilled in interpreting complex data and presenting actionable insights clearly to diverse stakeholders. Holds a Master of Business Analytics with a strong academic record in big data, machine learning, and statistics. Currently on a Temporary Graduate (subclass 485) visa with full working rights in Australia until June 2029.

## SKILLS

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**Programming Languages:** Python, R, SQL

**Data Analysis and Visualisation Tools:** Advanced Excel, QlikSense, SAS, Tableau, Power BI

**Database:** PostgreSQL, Snowflake, MongoDB

**Design and Prototyping:** Figma (HCI/UX)

## WORK EXPERIENCE

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**EssilorLuxottica**

**Sydney, Australia**

**Customer Support Specialist**

Sept 2024 - Current

- Provided actionable insights and reported to Sales Representatives and Retailers, including order status, stock information, and customer feedback, supporting business decision-making processes.
- Optimised account management processes through SAP CRM, reducing manual processing time by 40% and improving overall workflow efficiency.
- Collaborated closely with cross-functional teams, including Finance, Marketing, Sales, and Supply Chain, supporting the Australian and New Zealand markets to maintain accurate and up-to-date customer account information.
- Built strong relationships with customers by offering in-depth knowledge of all Luxottica brands, including product styles, technical aspects, and product target markets, achieving a 92% customer satisfaction rating.

**Sunglass Hut**

**Sydney, Australia**

**Retail Associate**

Oct 2023 - Sept 2024

- Consistently achieved and exceeded sales performance targets, contributing to enhanced store profitability.
- Delivered personalised product recommendations to improve the customer experience, fostering brand loyalty and repeat business.

**Lexus**

**Hanoi, Vietnam**

**Business Assistant**

Jun 2021 - Jan 2022

- Managed daily transactions and communicated with Toyota Vietnam to ensure accurate reporting to relevant departments, assisting Finance team in tracking transactions and deposit payment statuses.
- Coordinated with Sales and Supply Chain teams to ensure timely vehicle arrangements for signed contracts, optimising inventory management and reducing fulfilment delays.
- Utilised Microsoft Excel to report sales performance and car stock daily and monthly, leading insights to support data-driven operational decisions.
- Reduced processing time for administrative workflows by 30% and enhanced internal communication and data sharing across departments.

## EDUCATION

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**Macquarie University**  
**Master of Business Analytics**

**Sydney, Australia**  
Feb 2023 – Jun 2024

- GPA: 81.6/100
- Highest Achievement in Big Data in Session 2, 2023

**University of Wollongong**  
**Master of Business Analytics**

**Sydney, Australia**  
May 2022 - Nov 2022

- GPA: 83.5/100
- Outstanding Academic Trimester 2 2022

**National Economics University**  
**Bachelor of Business Management**

**Hanoi, Vietnam**  
Oct 2017 - Sept 2021

- GPA: 83.1/100
- Study Promotion Scholarship for 5% of students in term 8 (2020-2021)

## PROJECTS

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### **Big Data Processing**

#### **Streamlined Text Content Cleaning from Tweets Stored in MongoDB [↗](#)**

- Used MapReduce paradigms for trend analysis and scalable sorting.

#### **Optimised R-Tree Implementation for Spatial Querying [↗](#)**

- Constructed an R-Tree for efficient spatial querying of 2D points, outperforming sequential scans in speed and accuracy.

### **Machine Learning**

#### **Weather Image Classification Using Deep Learning and Pre-trained Models [↗](#)**

- Classified weather images using data preprocessing, ConvNets, and MobileNet.

#### **Biomedical Text Analysis Using Deep Neural Networks [↗](#)**

- Developed deep learning models using TF-IDF and BERT embeddings for query-focused summarisation of medical literature.

### **Data Visualisation & Business Insights**

#### **Harnessing Covid-19 Public Data for Informed Health Decision in Australia [↗](#)**

- Developed Covid-19 insights using descriptive analysis, K-means clustering, and hypothesis testing.

#### **Data Analysis and Visualisation with Excel [↗](#)**

- Cleaned and transformed data; developed visualisations using Excel's functions and Pivot Tables.

#### **Power BI Dashboard for Data Insights [↗](#)**

- Created interactive dashboards to visualise key insights and trends.

#### **Tableau Dashboard for Data Insights [↗](#)**

- Built interactive dashboards to showcase key insights and trends.

## CERTIFICATIONS

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**SQL (Advanced) - HackerRank [↗](#)**

Jan 2025

**Data Science Job Simulation - BCG [↗](#)**

Jan 2025

**Power BI Job Simulation - PwC Switzerland [↗](#)**

Jan 2025

**Data Visualisation and Dashboards with Excel and Cognos - IBM [↗](#)**

Apr 2023

## REFERENCES

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Available upon request