

VIVIAN NGUYEN

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SUMMARY

Results-driven and customer-focused professional with over 2 years of experience in customer service, sales operations, and stakeholder engagement. Proven ability to enhance customer satisfaction, streamline workflows, and improve business processes through data-driven initiatives. Technically proficient in SQL, Python, R, Power BI, Tableau, and advanced Excel, with hands-on SAP CRM experience to deliver actionable insights and support strategic decision-making. Holds a Master of Business Analytics with a strong academic record, combining analytical expertise with practical business understanding to drive impact in fast-paced environments.

WORK EXPERIENCE

ESSILOR LUXOTTICA

Customer Support Specialist

SYDNEY, AUSTRALIA

September 2024 - Current

- Streamlined order processing by enhancing stock management and fostering collaboration with Sales and Supply Chain teams, ensuring seamless operations.
- Provided high-level customer support to retail stores, wholesale accounts, and end consumers, achieving a 92% customer satisfaction rating and maintaining a 90% response time efficiency.
- Built strong client relationships by offering in-depth product knowledge and market insights, driving increased long-term customer retention.
- Optimised account management processes through SAP CRM, reducing manual processing time by 40% and improving overall workflow efficiency.

SUNGLASS HUT

Retail Associate

SYDNEY, AUSTRALIA

October 2023 - September 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 THANG LONG

Business Assistant

HANOI, VIETNAM

June 2021 - January 2022

- Maintained daily communication with Toyota Vietnam, processing car import payments, preparing sales and contract reports, and finalising monthly reports to ensure financial accuracy and compliance.
- Managed sales department documentation, including updating invoices and warehouse receipts in the system, verifying accuracy, and ensuring seamless reconciliation.
- Handled sales department documentation, including invoice updates and warehouse receipt reconciliation, ensuring contract delivery times were met and coordinating vehicle arrangements for signed contracts.
- Optimised administrative workflows, reducing document processing time by 30% and improving internal communication efficiency.

EDUCATION

MACQUARIE UNIVERSITY

Master of Business Analytics

SYDNEY, AUSTRALIA

February 2023 - June 2024

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

UNIVERSITY OF WOLLONGONG

Master of Business Analytics

SYDNEY, AUSTRALIA

May 2022 - November 2022

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

NATIONAL ECONOMICS UNIVERSITY

Bachelor of Business Management

HANOI, VIETNAM

October 2017 - September 2021

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

PROJECTS

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 visualisation using Excel's function and Pivot Tables.

Power BI Dashboard for Data Insights

- Created interactive dashboards to visualise key insights and trends.

Tableau Dashboard for Data Insights

- Build interactive dashboards to showcase key insights and trends.

SKILLS

TECHNICAL SKILLS

- **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)
- **Digital Transformation:** Change management
- **Enterprise System:** SAP CRM

TRANSFERABLE SKILLS

- Strong problem-solving and analytical thinking.
- Effective stakeholder communication and collaboration.
- Attention to detail and data accuracy.
- Ability to interpret complex data and present insights clearly.

CERTIFICATIONS

SQL (Advanced) by HackerRank 	January 2025
Data Science Job Simulation by BCG 	January 2025
Power BI Job Simulation by PwC Switzerland 	January 2025
Data Visualisation and Dashboards with Excel and Cognos by IBM 	April 2023