

# VIVIAN NGUYEN

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## SUMMARY

Result-driven and customer-centric professional with over 2 years of experience in customer service, stakeholder engagement, and operational management. Technically proficient in Microsoft Excel, SQL, Python, R, Power BI, and Tableau with hands-on SAP CRM experience to deliver insights and support data-driven decision-making. 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 the end of June 2029.

## WORK EXPERIENCE

### ESSILOR LUXOTTICA

#### Customer Support Specialist

SYDNEY, AUSTRALIA

September 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

#### 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

- Managed daily transactions and communicated with Toyota Vietnam to ensure accurate reporting to relevant departments, assisting the 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

### 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