

Vivian Nguyen

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SUMMARY

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

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

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

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

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

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

Available upon request