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 across global and local organisations. 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.

WORK EXPERIENCE

ESSILOR LUXOTTICA   **SYDNEY, AUSTRALIA**
Customer Support Specialist   **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, contributing to a 15% increase in repeat business and sales opportunities.
- Optimised account management processes through SAP CRM, reducing manual processing time by 40% and improving overall workflow efficiency.

SUNGLASS HUT   **SYDNEY, AUSTRALIA**
Retail Associate   **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   **HANOI, VIETNAM**
Business Assistant   **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   **SYDNEY, AUSTRALIA**
Master of Business Analytics   **February 2023 – June 2024**
- Highest Achievement in Big Data in Session 2, 2023
- **GPA: 81.6/100**

UNIVERSITY OF WOLLONGONG   **SYDNEY, AUSTRALIA**
Master of Business Analytics   **May 2022 – November 2022**
- Outstanding Academic Achievement Trimester 2 2022
- **GPA: 83.5/100**

NATIONAL ECONOMICS UNIVERSITY   **HANOI, VIETNAM**
Bachelor of Business Management   **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**