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   **SYDNEY, AUSTRALIA**
Customer Support Specialist   **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   **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**

- 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   **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**