

# VAIBHAV NOHRIA

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 [Vaibhav Nohria](#)



## ABOUT ME

Operational professional with experience in customer service delivery, operational support, workload coordination, and process improvement within fast-paced, regulated environments. Demonstrated ability to apply procedures, exercise sound judgement, support team capability, and deliver outcomes aligned with organisational priorities.

### Key Capabilities:

- Customer Service & Stakeholder Engagement
- Operational Compliance & Issue Resolution
- Process Improvement & Risk Awareness
- Workload Coordination & Team Support
- Digital Systems & Data-Driven Reporting

## EDUCATION

### Masters of Computing

Australian National University(ANU), Canberra, Australia

### Bachelors of Computer Science & Engineering

Guru Gobind Singh Indraprastha University, India

## WORK EXPERIENCE

### McDonald's – Bruce, ACT

Customer Service Manager | Mar 2023 – Present

- Analysed daily operational and shift performance data using digital scheduling and reporting systems
- Maintained accurate end-of-day reports to support operational and staffing decisions
- Logged and tracked customer incidents, identifying trends to improve service quality
- Collaborated with cross-functional teams to ensure compliance with operational standards
- Trained and mentored team members, reinforcing standard operating procedures and data accuracy

## **Sapio Analytics - India**

Data Scientist | July 2021 - April 2022

- Delivered computer vision and data analytics solutions using large-scale video datasets
- Implemented face detection, age and gender prediction, and footfall analytics using Python
- Processed and analysed structured and unstructured data to generate actionable insights
- Supported marketing and operational teams with real-time analytical reporting
- Translated complex analytical outputs into business-friendly insights for stakeholders

## **Internity Foundation - India**

Python Developer | May 2020 – Mar 2021

- Performed statistical analysis on large datasets to identify trends and anomalies
  - Built Python-based data processing and analysis workflows
  - Supported data cleaning, transformation, and exploratory data analysis activities
  - Assisted senior team members with analytics deliverables and reporting
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## **PROJECTS**

### **Faunal Encyclopedia (Android Application)**

- Built a scalable Android application integrating secure APIs
- Designed structured data models and implemented efficient data retrieval

### **ATO Data Analysis Project**

- Analysed Australian taxation datasets using Python and SQL
- Created visual dashboards to communicate insights and trends

### **Dynamic Website Development**

- Developed a full-stack web application using PHP and MySQL
  - Designed and managed relational databases and backend logic
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## **TECHNICAL SKILLS**

**Programming:** Python, Java, SQL, JavaScript, PHP, HTML, XML  
**Data & Analytics:** Data Analysis, Statistical Analysis, Data Visualisation, Excel (advanced formulas)

**Tools:** Android Studio, Git (GitHub, GitLab), MySQL, Firebase (basic), Visual Studio Code, Adobe After Effects, Sony Vegas Pro, Microsoft Office 365

**Methodologies:** Agile (Scrum), SDLC, Data Analysis Lifecycle, Secure API Integration