

VAIBHAV NOHRIA

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SUMMARY

Dynamic Customer Service Manager with extensive experience in operational analysis and team leadership. Proven track record at McDonald's where data-driven insights led to enhanced service quality and compliance with operational standards. Previously, as a Data Scientist, delivered impactful analytics solutions that supported marketing and operations. Possessing strong Python skills, effectively transformed complex datasets into actionable business insights. Eager to leverage expertise to contribute to organizational success.

WORK EXPERIENCE

Customer Service Manager McDonald's • Bruce, Australia	03/2023 – Present
<ul style="list-style-type: none">Analysed daily operational and shift performance data utilizing digital scheduling and reporting systemsMaintained precise end-of-day reports to assist in operational and staffing decisionsLogged and tracked customer incidents, identifying trends to enhance service qualityCollaborated with cross-functional teams to guarantee compliance with operational standardsTrained and mentored team members, reinforcing adherence to standard operating procedures and data accuracy	
Data Scientist Sapio Analytics • India, India	07/2021 – 04/2022
<ul style="list-style-type: none">Delivered innovative computer vision and data analytics solutions leveraging large-scale video datasetsImplemented face detection, age and gender prediction, and footfall analytics through Python programmingProcessed and analysed structured and unstructured data to derive actionable insightsSupported marketing and operational teams with timely analytical reportingTransformed complex analytical outputs into business-friendly insights for stakeholders	
Python Developer Internity Foundation • India, India	05/2020 – 03/2021
<ul style="list-style-type: none">Conducted statistical analysis on extensive datasets to discern trends and anomaliesEngineered Python-based data processing and analysis workflowsAssisted in data cleaning, transformation, and exploratory data analysis tasksSupported senior team members with analytics deliverables and reporting	

EDUCATION

Masters - Computing

Australian National University(ANU) • Canberra, Australia

2022 – 2025

Bachelors - Computer Science & Engineering

Guru Gobind Singh Indraprastha University • India, India

2017 – 2021

PROJECTS

Animal Kingdom (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

Flavorful Voyage

- Built a responsive front-end website using HTML, CSS, and JavaScript with an interactive map and embedded media to enhance user engagement.
- Applied user-focused design principles to present structured regional content clearly and intuitively, supporting information discovery and usability.

SKILLS

Python

Java

SQL

Large Language Models (LLMs)

Data & Statistical Analysis

JavaScript

HTML, CSS

Microsoft Office 365

Excel (Advanced)

Data Visualisation

Stakeholder & Customer Engagement

Issue Resolution & Process Improvement

Data-Driven Reporting

SDLC

Agile (Scrum)

Visual Studio Code

Version Control (Git/GitHub)

Firebase

Android Studio

LANGUAGES

English

Native

Hindi

Native