







# 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

03/2023 – Present

McDonald's • Bruce, Australia

- Analysed daily operational and shift performance data utilizing digital scheduling and reporting systems
- Maintained precise end-of-day reports to assist in operational and staffing decisions
- Logged and tracked customer incidents, identifying trends to enhance service quality
- Collaborated with cross-functional teams to guarantee compliance with operational standards
- Trained and mentored team members, reinforcing adherence to standard operating procedures and data accuracy

### Data Scientist

07/2021 – 04/2022

Sapio Analytics • India, India

- Delivered innovative computer vision and data analytics solutions leveraging large-scale video datasets
- Implemented face detection, age and gender prediction, and footfall analytics through Python programming
- Processed and analysed structured and unstructured data to derive actionable insights
- Supported marketing and operational teams with timely analytical reporting
- Transformed complex analytical outputs into business-friendly insights for stakeholders

### Python Developer

05/2020 – 03/2021

Internity Foundation • India, India

- Conducted statistical analysis on extensive datasets to discern trends and anomalies
- Engineered Python-based data processing and analysis workflows
- Assisted in data cleaning, transformation, and exploratory data analysis tasks
- Supported senior team members with analytics deliverables and reporting

## EDUCATION

<b>Masters - Computing</b> Australian National University(ANU) • Canberra, Australia	2022 – 2025
<b>Bachelors - Computer Science &amp; Engineering</b> 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
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