



Joaquim J Rodrigues

Customer Data Analyst, Corporate Content Writer and Trainer

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Location: Goa - India

OBJECTIVE

To work as a data analyst in an organization wherein I can utilize my general and technical skills and thereby adding value to myself in return.

EXPERIENCE

Positive General Trading Co, Kuwait — Consultant / Trainer

16th May 2015 until 30th November 2021

- 1) Participated in key meetings, to understand client requirements
- 2) Implemented Autopro software on-site
- 3) Provided on-site training to clients.
- 4) Ensured a smooth transition of client documents to a digital platform.
- 5) Performed data migration. Uploaded client's data into Autopro system.
- 6) Provided on-site support for the users.
- 7) Assisted departments to automate their office workflows
- 8) Participated in team meetings and provided feedback to manager

Watani, Kuwait — Support Analyst

1st April 2012 until 15th April 2015

- 1) Prepared the technical guides for users in the organization.
- 2) Provided helpdesk and end-user support services to end users.
- 3) Ensured that client systems are kept updated with general software.
- 4) Troubleshooting computer hardware and software related issues.

GENERAL SKILLS

- 1) Effective Communication
- 2) Customer Service
- 3) Product Study
- 4) Analytical Problem Solving

TECHNICAL SKILLS

Data Wrangling /
Data Analysis

Python / Pandas /
NumPy

Basic SQL Queries

MS Excel /
Google Sheets

HTML and CSS

Basic R

LANGUAGES

English/Hindi

- 5) Deployed new hardware and software for internal departments.
- 6) Installed, configured and maintained local and network HP printers.
- 7) Maintained IT office supplies and IT related inventory.
- 8) Participated in I.T team meetings

Abdulaziz Al Ali Al-Mutawa, Kuwait — Helpdesk Support

1st October 2005 until 25th March 2012

- 1) Ensured that systems were updated with general software.
- 2) Troubleshooting computer hardware and software issues.
- 3) Maintained local and network HP Printers.
- 4) Coordinated with vendors for purchase of IT stock

EDUCATION

Board of Technical Education, Goa - Diploma in Electronics

June 2000 - December 2003

IGNOU University, Kuwait Branch — Bachelor of Arts

June 2011 - December 2014

BA with a major in Sociology

PERSONAL DETAILS

- 1) Date of Birth: 11 February 1983
- 2) Nationality: Indian
- 3) Marital Status: Married