

JOSHUA GOVINDSAMY

joshgovbiz@gmail.com | [0609939561](tel:0609939561) | [LinkedIn](#) | [GitHub](#)

As a data-focused professional with 5 years of experience, I have translated data into actionable knowledge to improve team efficiency, assess and improve system performance, communicated with executives to produce clear and readable reports in a timely manner, managed a team of remote agents in addition to my role as data analyst and saw consistent success across both.

I believe that identifying personal fulfilment in a task is the basis of producing a high-quality outcome.

PROFESSIONAL EXPERIENCE

DATA REPORTING & ANALYSIS

VIRTUOSO SOURCING IT | July 2022 - September 2025

- collaborated with executives to collate business intelligence as per changing guidelines in a time-critical fashion
- managed and maintained large datasets (10K-20K records)
- cleaned and validated raw data prior to reporting
- generated weekly, monthly, and daily reports for management
- identified inconsistencies and resolved data discrepancies
- written and debugged code to automate long-running manual processes
- assisted in the testing and deployment of new systems

IT SUPPORT & MANAGEMENT

CONNECTBPS / under BLAKE GROUP, (PTY) LTD | December 2021 - September 2025

- provided remote support to agents
- provided remote support to management
- worked as a TL for remote agents
- made significant improvements in managing team efficiency by creating analytical reports
- integrating and updating systems to support report findings
- improved team efficiency by over 200% over a period of 3 months through revised workflow

EDUCATION

Holy Family College | National Senior Certificate (B.Sc.) [2018]

Varsity College Westville | Bachelor of Computer Science and App Development w/ *distinction* [2021]

SKILLS

- ❖ SQL (Oracle & SQLServer)
- ❖ Data Handling (Excel/CSV)
- ❖ PowerBI
- ❖ Python
- ❖ Data Cleaning & Transformation
- ❖ Data Visualization & Reporting
- ❖ Data Management & Processing
- ❖ Spreadsheet Analysis
- ❖ C# App Dev (ASP.NET Core & Framework, MVC, WPF)
- ❖ Java / JS
- ❖ Git / GitHub
- ❖ Office365 [Word, PowerPoint, Excel, Visio, Projects]
- ❖ Hardware Networking
- ❖ UI/UX [HTML5, CSS, XAML]
- ❖ Analytical Thinking
- ❖ Attention to Detail
- ❖ Problem-Solving
- ❖ Critical Thinking
- ❖ Communication Skills
- ❖ Time Management
- ❖ Team Collaborator
- ❖ Comfortable Working Independently