

JOSHUA GOVINDSAMY

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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

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| ❖ SQL (Oracle & SQLServer) | ❖ Analytical Thinking |
| ❖ Data Handling (Excel/CSV) | ❖ Attention to Detail |
| ❖ PowerBI | ❖ Problem-Solving |
| ❖ Python | ❖ Critical Thinking |
| ❖ Data Cleaning & Transformation | ❖ Communication Skills |
| ❖ Data Visualization & Reporting | ❖ Time Management |
| ❖ Data Management & Processing | ❖ Team Collaborator |
| ❖ Spreadsheet Analysis | ❖ Comfortable Working Independently |
| ❖ 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] | |