

JOSIPHAIAH WILCOX ENNA

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PROFESSIONAL SUMMARY

Data Analyst with hands-on experience turning operational and technical data into clear, decision-ready insights. Strong in Excel analysis and SQL querying, with working knowledge of Power BI, Tableau, Python, and R for cleaning, modeling, and visualization. Known for digging into the “why,” simplifying messy data, and communicating findings to non-technical stakeholders through concise stories and practical recommendations.

WHAT I BRING

- SQL querying and analysis (joins, aggregation, data validation); Excel modeling (pivots, lookups, KPI tracking).
- Data cleaning & wrangling; building simple models in Excel/R/Python; translating analysis into actions.
- Power BI (DAX, Power Query) and Tableau for dashboards and self-serve reporting; stakeholder training and documentation.
- Comfortable working through data quality issues, ambiguity, and competing priorities.

TECHNICAL SKILLS

Analytics: SQL, Excel (Pivot Tables, Lookups, KPI models), Data cleaning & validation, Exploratory analysis, Basic statistics

BI & Visualization: Power BI (DAX, Power Query), Tableau, Dashboard design, Insight storytelling

Programming: Python (pandas), R (analysis basics)

Working style: Curiosity & business judgment, Stakeholder communication, Training & enablement, Documentation

EXPERIENCE

System Engineer & IT Support — KLOUDYAIR — Accra, Ghana (Jan 2022 – Sep 2023)

- Improved network reliability by 25% by analyzing monitoring data (Wireshark/MikroTik Torch) and prioritizing root causes based on impact.
- Reduced recurring incidents by 30% by strengthening access controls, standardizing checks, and documenting fixes for repeatable resolution.
- Led a server consolidation initiative that cut hardware costs by 30% and improved maintainability through better capacity planning.
- Partnered with internal teams to translate operational issues into measurable signals (uptime, failure patterns) and actionable next steps.

IT Tutor & ESL Tutor — MyStudyCorner (Remote) (2022 – Present (Contract))

- Teach structured problem-solving and data-aware thinking to learners; break down complex topics into clear steps and examples.
- Create training materials on digital literacy, Windows/Linux basics, and networking; maintain clean documentation for repeat use.
- Present technical concepts to non-technical audiences and adapt explanations based on feedback and outcomes.

Electrical Engineer & IT Support — GTMEEW — Accra, Ghana (Jan 2020 – Nov 2021)

- Improved operational efficiency by 30% by designing telecom systems and tracking performance issues to resolution.

- Reduced downtime by 20% by troubleshooting automation/networking faults and isolating root causes using evidence from logs and tests.
- Migrated company email to a cloud-based system, cutting operating costs by 15% and improving reliability through better configuration and monitoring.
- Supervised IT support activities, including Active Directory administration and service support, with an emphasis on documentation and consistency.

Hardware & Networking Engineer — PREGO Company — Pokuase, Ghana (Aug 2019 – Nov 2019)

- Reduced replacement costs by 25% by diagnosing hardware issues and recommending repair vs. replace based on evidence and risk.
- Installed and maintained networking infrastructure for multiple clients; resolved connectivity and performance issues through structured troubleshooting.
- Strengthened client security baselines by configuring firewalls and intrusion detection controls.

SELECTED PROJECTS (PORTFOLIO-READY)

- Power BI Portfolio (5 projects) — Add links + 2-line summaries per project (business question → method → impact).
- SQL/Excel Analysis Case Study — Add one end-to-end example: data cleaning → KPI model → insights → recommendation.
- R/Python Mini-Model — Add a small analysis showing pattern discovery (e.g., trend, segmentation, anomaly checks).

CERTIFICATIONS

- Data Analytics Certificate — 10alytics (2025)
- Google Cybersecurity Professional Certificate — Coursera (2023)
- Certified Ethical Hacker (CEH) — EC-Council University (2023)
- TESOL Certificate (2022)
- Professional Diploma in Systems Engineering — Intercom Programming & Manufacturing Company (2021)

LANGUAGES

English, Twi