

sheekshajoyseeree@gmail.com

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Toronto, ON M5E 1Z9

Skills

- Customer Relations
- Problem-solving aptitude
- Excellent Communication
- Teamwork and Collaboration
- Data Analysis
- Analytical Thinking
- Attention to Detail
- Continuous Improvement

Education And Training

09/2016

Post-Graduate Diploma:
Information Technology
University Of Technology
Mauritius
Mauritius

09/2015

Bachelor Of Science:
Physics And Astrophysics
University Of Mauritius
Mauritius

Master Of Philosophy:

Artificial Intelligence (AI) And Data
Science

University Of Mauritius
Mauritius

Certifications

- Networking Basics – CISCO
Networking Academy
- Artificial Intelligence Certification
– University of Mauritius
- 5G Certification – Huawei
Certificate ICT Associate (HCIA)
- ITIL Foundation Certification –
Axelos

Languages

English:

Sheeksha D. Joyseeree

Summary

Results-driven analytical professional with a strong background in technical knowledge and critical thinking. Excels in data-driven environments by approaching challenges with a positive mindset and unwavering determination. Adapts quickly to new tasks, thriving both in supervised and unsupervised settings.

Experience

Profile Group Of Companies - Bilingual Screening Specialist

Toronto, ON

04/2024 - Current

- Delivered exceptional customer service by addressing inquiries that varied in complexity and diversity via phone, email, and written correspondence.
- Managed wide array of background screening services for clients which included national, provincial, and international criminal checks together with employment and credential verifications plus credit assessments along with OSINT (open-source intelligence) checks.
- Developed automated employee timesheet maker, streamlining process by eliminating manual steps and enhancing efficiency and accuracy
- Crafted detailed documentation to empower teams, enabling self-sufficiency and smooth integration of new hires, resulting in improved workflow efficiency and enhanced knowledge transfer.

LEFINTECH LTD - Full Stack Web Developer

Mauritius

01/2023 - 01/2024

- Developed web applications using HTML, CSS and JavaScript.
- Optimized existing code base for better performance and scalability.
- Developed and maintained server-side applications using Node.js, enhancing application functionality and performance.
- Managed both back-end and front-end aspects of development process.
- Created unit tests for full stack web application components.
- Integrated third-party APIs into the web applications for additional features and functionality.
- Researched and implemented new technologies to improve development processes.
- Utilized Git for version control, facilitating team collaboration and code management.
- Provided technical support and guidance to users and stakeholders, enhancing their understanding and use of the application.

Orange Business Services Mauritius Ltd - Customer Contact Solution (CCS) Specialist

Native/ Bilingual

French:

Native/ Bilingual

Websites, Portfolios, Profiles

- www.linkedin.com/in/sheeksha
- sheeksha.github.io/sheekshajoyseeree
- github.com/sheeksha

Mauritius

10/2016 - 07/2019

- Offered comprehensive technical support in diagnosing, investigating, recreating, and addressing users' diverse range of technical concerns related to business-oriented software solutions, internet access, network configuration, computer hardware functionality as well as telephony operations.
- Utilized in-depth analysis of large-scale statistical data and logs to pinpoint problems and detect unusual patterns, contributing to the resolution of user tickets.
- Assisted with onboarding and mentoring of team members as required.
- Led departmental projects and activities while serving as the Chief Security Officer (CSG).

Accomplishments

- Development in Africa using Radio Astronomy (DARA) scholar promoting women in STEM fields

References

References available upon request.