

Sheeksha D. Joyseeree

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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.

SKILLS

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

EXPERIENCE

Bilingual Screening Specialist , Profile Group of Companies, April 2024-Current
Toronto, ON

- 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.

Full Stack Web Developer, LEFINTECH LTD, January 2023-January 2024
Mauritius

- 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.

Customer Contact Solution (CCS) Specialist, Orange Business Services Mauritius Ltd, October 2016-July 2019

Mauritius

- 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).

EDUCATION AND TRAINING

Post-Graduate Diploma

Information Technology, University of Technology Mauritius, Mauritius September 2016

Bachelor of Science

Physics And Astrophysics, University of Mauritius, Mauritius September 2015

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:

Native/ Bilingual

French:

Native/ Bilingual

WEBSITES, PORTFOLIOS, PROFILES

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

ACCOMPLISHMENTS

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

REFERENCES

References available upon request.