Joseph Charalel Joby

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Personal Profile

As a recent Computer Science graduate, I am enthusiastic about beginning my career in data analysis. With a strong passion for uncovering insights from data and a keen interest in understanding customer behaviour, I am eager to apply my skills in SQL and data visualization to real-world problems. My background includes a solid foundation in Python programming and experience with complex data management, enabling me to translate data into actionable insights. I thrive in dynamic environments where I can collaborate with diverse teams and continuously learn new techniques and technologies. I am committed to leveraging my analytical capabilities to drive informed decision-making and contribute to impactful projects.

IT Software and Professional Skills/ Interests

- Proficient in Gitlab, Jira, ConnectWise Manage, Halo PSA, Helpdesk service management, and ITIL principles
- Experience with Python, Java, SQL, and data visualization tools
- Proficient in basic network concepts such as IP, LAN/WAN, DHCP, DNS, Wi-Fi, and VPN, facilitating troubleshooting and resolution of networking issues
- Enhanced knowledge of computer architecture and common productivity applications, including Microsoft Office
- Proficient in Microsoft Office suite, Intune, and Microsoft Azure AD

Work Experience

IT Builder   **Hertford, U.K.**
IT Technician
June 2023 – March 2024

As an IT Technician, I provide technical assistance to our diverse client base, encompassing desktop and server computing, cloud services, networking, telephony, and internet connectivity services. Serving as the first point of contact on the helpdesk, I handle inbound calls and emails, swiftly addressing technical issues and working diligently to provide effective solutions. I excel in maintaining polite and professional communication with clients, ensuring timely responses and resolutions within set response times. Moreover, I meticulously document all interactions and solutions within our ticket management system, facilitating efficient tracking and resolution of client issues.

- Provide technical assistance to clients on a range of desktop and server computing, cloud services, networking, telephony, and internet connectivity issues.
- Escalate tickets as necessary to ensure timely resolution of complex issues.
- Handle inbound and outbound calls in a courteous and professional manner, addressing client queries and concerns effectively.
- Maintain communication with clients via phone and email, ensuring clear and concise communication of technical solutions.
- Record all interactions and solutions within the ticket management system to maintain accurate documentation and facilitate efficient resolution of client issues.

Royal Mail   **Harlow, U.K.**
Postal Worker
August 2022 – August 2023

- Organize the letters and parcels for your delivery route.
- Deliver the mail to homes and business.
- Re-direct wrongly addressed mail.

- Collect signatures for recorded and registered mail.

(Whilst I was actively looking for an IT job I was working this job to be financially independent.)

Core Skills

- Strong organizational skills with the ability to manage multiple tasks simultaneously.
- Strong analytical and problem-solving skills.
- Excellent understanding of agile principles and their practical application.
- Excellent communication and interpersonal abilities, with the confidence to communicate effectively at all levels.
- Ability to work collaboratively in a team environment as well as independently.
- Ability to elicit and analyse information from various sources and present it effectively.
- Enthusiastic team player with good attention to detail.
- Open to receiving constructive feedback and a keen desire to learn.
- Demonstrable passion for technology and software development.

Projects

Application for Road Surface Detection reporting
Developed a mobile application aimed at empowering road surface users to report road-related problems effectively. JavaScript and Java to build a user-friendly front-end interface, ensuring seamless navigation and accessibility. Employed Python for the backend, implementing advanced functionalities and integrating a machine learning model for automatic detection of pothole-related images.

Socked-based server system to play a virtual ball
Coded this game on Java. Each client application is a player, and once a player receives the ball, they will be prompted to pass the ball to another player. Players can leave the game at any time and all players will receive their own unique ID.

Covid-19 Deaths/ Cases visualiser
Developed a tool for the NHS that analysis the deaths and cases data for Covid-19. These data forecast (Linear Regression) future Covid-19 deaths and cases, which will be beneficial for the NHS as it will help them better prepare for the fight against the virus. Updated the progress of the project by using Jira. Used Java for this project.

Further Education
University of Essex   Colchester, U.K.
BSc Computer Science
October 2018 - July 2022
- Upper second-class honours degree 2:1

Key modules – Individual Capstone Project, Information Retrieval, Computer Vision, Algorithmic Game Theory, Network Security, Advanced Programming, Team Project, Software Engineering, Application Programming, Artificial Intelligence, Computer Game Design, Operating Systems, Computer Security, Data Structures and Algorithms.

Harlow College   Harlow, U.K.
BTEC Level 3 Manufacturing Engineering
September 2015 - July 2017
- D*D*D

Gained core engineering and scientific skills.

Certifications: Cisco Certified Network Associate (CCNA1)
Languages: English (Fluent), Malayalam (Fluent), Tamil (Elementary)
Interests: Keeping up a healthy lifestyle through gym, football.
References: Available upon request.