

Joan Henry Francis

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Profile

Master's in Data Science and Analytics student with a background in computer engineering and experience in data analysis.

Availability & Visa Information: Currently on a Stamp 2 Visa. Eligible to work 20 hours part time during term time and full time (40 hours) from May 29th, 2026, to 31st December 2026. Eligible to apply for the 1G Visa under the Third Level Graduate Scheme in October 2026 and will then be available to work full time without requiring a work permit for 2 years.

Key Skills

- Python: Pandas, NumPy, Scikit-learn
- SQL and Databases: PostgreSQL, SQL, NoSQL
- Data Analysis and Visualisation: Power BI, Excel, Power Query, R
- Machine Learning: Classification, regression, model evaluation, data preprocessing
- Data Management: ETL workflows, data cleaning, reporting pipelines, dashboard development
- Automation and Business Tools: Power Automate, Power Apps
- Enterprise Systems: SAP MM, SAP FI, SAP SD, process mapping, configuration support, reconciliation
- Version Control: Git, GitHub

Employment History

MTU Student Engagement Office - AnSEO, Student Engagement Associate (SEA)

Jan 2026 – Present

- Helping students settle into MTU and making the most of their time at university through organising, planning, supporting and promoting the different programmes including EDGE graduate development, Just Ask! Desk, Academic Learning Cafe & Festival.
- Liaising between staff and students on partnership projects that enhance teaching, learning, assessment and student engagement [TLASE] practices.
- Researching and gathering information relevant to the programmes of AnSEO.

TotalEnergies, Information Systems (IT) & Business Process Implementor

September 2023 – August 2025

- Spearheaded SAP support across MM, FI and SD, serving as the primary contact for 250+ users in Sales, Retail, Depot, Finance, HR and Operations.
- Streamlined SAP configurations to align with evolving business needs, onboarding new entities and stations, extending materials across plants, and updating approval workflows.
- Directed cross-functional issue resolution for finance and operational data queries, acting as a trusted and resourceful escalation point across SAP environments.
- Designed and deployed a Power Apps and Power Automate room-booking solution, replacing a paper-based process with a more efficient and dependable digital workflow.
- Resolved daily technical issues for 250 employees across 5 sites through ServiceNow, delivering proactive support, root-cause analysis, and improved system uptime.

Minara Tanzania Ltd, Data and Operations Intern

February 2023 – August 2023

- Designed and maintained Power BI dashboards tracking key operational metrics across 1,500 telecom sites, delivering daily, weekly and monthly reports to the CEO, Operations Manager and team leads.
- Integrated operational data from The Eye into Power BI reporting pipelines, ensuring timely, accurate and consistent data for operational decision-making.
- Spearheaded the Abloy Locks security rollout across 1,500 sites, coordinating implementation and supporting adoption through structured reporting and follow-up.
- Coordinated training and rollout support for a mobile application and helpdesk system, helping 200 field technicians adopt new security processes effectively.
- Analysed operational data using Excel and Power Query, producing actionable insights that supported field performance monitoring and reporting improvements.

Education

Munster Technological University, MSc Data Science and Analytics

Sept 2025 - Sept 2026

Research Project: Weekly sales forecasting using hybrid time series and machine learning models.

Modules: Statistics & Probability, Intro to R for Data Science, Data Science Principles, Time Series Analysis; Applied Machine Learning, Data Analytics & Visualisation, Data Mining, Statistical & Multivariate, Regression Analysis and Research Methods, Scientific Programming in Python, Practical Data Management (SQL and, NoSQL)

Dar es salaam Institute of Technology, B.Eng. Computer Engineering (Achieved 2:1)

Oct 2016 - December 2022

Interests & hobbies

MTU INGENIUM

- Secured project funding through the INGENIUM Student Partnerships programme for [InfrastructureLink](#), a cross-university initiative to map research infrastructure and develop a shared, searchable digital portfolio.
- Collaborated with students from TUIASI, U'dA, HKA and the University of Skövde, representing MTU and contributing to the mapping and structuring of local research infrastructure data.
- Participated in the INGENIUM Linguistic Tandems programme, strengthening French speaking skills over five weeks while building cultural awareness and an international network through exchange with a student from the University of Rouen Normandy.
- Engaged as a member of the INGENIUM Chess Club at MTU and supported the organisation of a physical tournament hosted at MTU, which attracted top club talent from across the network.

Class Representative

- Represented a class of 34 students, communicating student feedback at academic meetings and acting as a key liaison with staff.
- Resolved timetable and examination queries by facilitating agreement between students and academic staff.

MTU Coder Dojo

- Coached more than 15 young students in Scratch, building their confidence and interest in coding through practical support and encouragement.
- Guided students in developing their own projects, fostering creativity and problem-solving skills.

MTU Chess Club

- Created and maintained social media campaigns to increase engagement and reach target audiences.
- Organised and supported club events, including Rapid Royale, an annual tournament bringing together 80+ players in partnership with Cork Chess Club, Munster Chess League and Irish Chess Union.

Languages

- English (IELTS 7.5/9.0 C1)
- Mandarin Chinese (HSK 4)
- Spanish
- Swahili

Achievements and Awards

- Secured funding for implementation of INGENIUM Student Partnership Project: "InfrastructureLink" in May 2026.
- Awarded the Ireland Fellows Programme Scholarship for 2025–2026, selected as 1 of 10 recipients from 600 applicants.
- Earned a Certificate of Leadership in recognition of 5 semesters of class representation at DIT Student Organisation.
- Selected 1 among 10 participants nationwide for Huawei's Seeds for the Future Program in 2019.
- Won 1st place as part of the QueueX team at the MIT SITS Workshop in 2019.