

Joan Henry Francis

MSC DATA SCIENCE & ANALYTICS STUDENT

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PROFILE

- Data and IT operations professional with hands-on experience in transforming data into actionable insights that drive growth and optimize performance across global business markets.
 - Built end-to-end machine learning pipelines for marketing analytics: customer churn prediction model and a bank marketing campaign conversion model, both published on GitHub.
 - Currently completing an MSc in Data Science & Analytics at MTU Cork on a scholarship from the Ireland Fellows Programme (top 1.6% of 600+ applicants), covering applied machine learning, regression analysis, data mining, time series, and practical data management (SQL, NoSQL).
 - Experienced building and maintaining data pipelines and ETL workflows integrating live operational data into reporting infrastructure as Data and Operations Intern at Minara Tanzania.
 - 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.
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SKILLS

- **Programming & Databases:** Python (Pandas, NumPy, Scikit-Learn), R, PostgreSQL, JavaScript.
 - **Data & Reporting:** Power BI, Power Query, Power Automate, Power Apps, Excel, SQL, R.
 - **Version Control:** Git & GitHub
 - **Finance Systems:** SAP MM (Materials Management), SAP FI (Financial Accounting), SAP SD (Sales & Distribution) process mapping, configuration management, user support, financial reporting and reconciliation.
 - **Languages:** Fluent in English (IELTS 7.5/9.0 C1), Mandarin Chinese, Spanish and Kiswahili
 - **Certifications:**
 - DataCamp Data Analyst Associate Certification 2026 (ongoing)
 - DataCamp GitHub Foundations 2025
 - DataCamp SQL for DB Admins 2024
 - DataCamp Python Fundamentals 2023
 - MTU EDGE Silver Award
 - N-Step Advanced Class Rep training
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EDUCATION

2025 - 2026 | Munster Technological University **MSc Data Science and Analytics**

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

2016 - 2022 | Dar es salaam Institute of Technology **B.Eng. Computer Engineering (2:1)**

PROJECTS

2026 | Customer Churn Prediction

- Developed a machine learning model that predicts customer churn for a telecom company using logistic regression, random forests, decision trees, kNN, and XGBoost. [\[code\]](#)

2026 | Bank Marketing Analysis

- Developed a machine learning model that predicts whether a customer will subscribe to a term deposit using data from a bank's direct marketing campaigns. [\[code\]](#)
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WORK EXPERIENCE

Sep 2023 - Aug 2025 | TotalEnergies Information Systems (IT), Customer Service & Business Process Implementor

- Served as the primary SAP point of contact for finance operations across SAP MM (Materials Management), SAP FI (Financial Accounting), and SAP SD (Sales & Distribution), supporting over 250 users across Sales, Retail, Depot, Finance, HR and Operations functions.
- Managed ongoing SAP configuration aligned to evolving business processes: onboarding new entities and stations, extending materials across plants, updating approval workflows, and integrating third-party business systems
- Enhanced the Moving Average Price (MAP) report for oil and lubricants, incorporating daily USD/TZS FX adjustments to reflect global oil market fluctuations; ensured trading margins remained accurate for buying, selling and re-selling operations, a report used daily by senior leadership and core function teams.
- Acted as the institutional knowledge holder for finance data: understanding data origins, relationships and quality rules across SAP modules, and serving as the go-to escalation point for data discrepancies.
- Designed and deployed a Power Apps / Power Automate room booking solution at head office, replacing a paper-based process and digitizing meeting room management end-to-end.
- Provided daily technical support to 250+ employees across 5 sites via ServiceNow (WeCare Portal), managing incident resolution and root cause analysis to maintain system uptime and workforce productivity.

Feb 2023 – Aug 2023 | Minara Tanzania Ltd

Data and Operations Intern

- Designed and maintained Power BI dashboards tracking key operational metrics across 1,500+ telecom sites nationwide and delivering daily, weekly and monthly reports to the CEO, Operations Manager and team leads.
- Sourced and integrated operational data from Minara's proprietary site monitoring platform ('The Eye') into Power BI reporting pipelines, ensuring consistent, timely and accurate data availability for decision-making.
- Led the Abloy Locks security rollout across 1,500+ sites, training 200+ field technicians on a new mobile application; developed accompanying helpdesk system and training materials, with adoption data feeding directly into operational reporting.
- Performed data analysis and reporting using Excel (Power Query), producing actionable insights on operational performance across field operations.

INTERESTS AND ACHIEVEMENTS

MTU Student Engagement Office (AnSEO):

- Working as a Student Engagement Associate (SEA), helping students settle into MTU and making the most of their time at university through organising, planning, supporting and promoting the different programmes offered including EDGE graduate development, Just Ask! Desk, Academic Learning Café & 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.

Class Representative:

- Selected class representative for 2025/26 which involves advocating for a class of 34 MSc students.
- Voicing the opinions of the class at academic meetings and acting as a liaison between staff and students.
- Successfully reached agreement with students and academics on timetable and exam queries raised by the class.

MTU Coder Dojo

- Providing support, guidance, and encouragement to over 15 young students through the basics of coding using Scratch.
- Overseeing students creating their projects and fostering their love for learning.

MTU Chess Club

- Volunteering as the Social Media Officer responsible for creating and maintaining social media campaigns to reach target audiences.
- Organizing and supporting club events including the yearly chess tournament: Rapid Royale which brings together over 80 players, in partnership with Cork Chess Club, Munster Chess League and Irish Chess Union.

Pyladies / DjangoGirls

- Trained over 100 girls and youth in using Python for web development as part of an initiative to enhance their confidence, increase their interest in and boost their employability in STEM careers.
- Attended 5+ events/conferences as a speaker by giving talks on different topics including 'Unleashing the power of AI & Robotics for Socio-Economic Transformation' as the opening panel for Women in ICT Day 2024.

AWARDS

- Scholarship Recipient, Ireland Fellows Programme 2025/26: selected as 1 of 10 awardees from 600+ applicants.
- Certificate of leadership for 5 semesters of class representation – DIT Student Organization (2022)
- Selected 1/10 nation-wide for Seeds for The Future Program – Huawei (2019)
- Won 1st place with group for QueueX – MIT SITS Workshop (2019)