

YOSSA JUIMO ROSTAND

DATA ANALYST – Data Analysis, Python Automation, Shell Automation, Statistics

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SKILLS

- **Programming Languages:** Python, SQL, Shell/Bash for data analysis, automation, and ETL pipelines.
- **Cloud Platforms:** AWS, OVH Cloud for deploying, monitoring, and managing scalable data workflows.
- **Data Visualization:** Power BI and Grafana for dashboards, KPI tracking, and interactive reporting solutions.
- **Version Control:** Git for source management, code collaboration, branching, merging, and release tracking.
- **Containerization & Tool:** Docker & Jira for environment isolation, workflow management, project coordination.

WORK EXPERIENCE

Bilingual Customer Service and Sales Representative

November 2024 – March 2025

HGS Canada Inc

Ontario

- Processed 60–75 inbound calls per shift by navigating BSS interfaces, applying SOP logic trees, and executing resolution scripts, achieving 98% first-contact closure across multi-queue environments.
- Interpreted billing schemas and service entitlements across 40+ active plans using account hierarchies and tariff rules, decreasing recurring clarification requests by 32% through structured communication flows.
- Guided 25+ weekly service migrations by analyzing usage patterns, eligibility matrices, and catalog constraints, maintaining 100% compliance with audit trails and CRM documentation standards.

Data Analyst

October 2020 – September 2024

Group Phenix Services and Consulting

Djibouti

- Designed and deployed a data ingestion architecture covering 150+ operational indicators via OPCUA and SCADA, orchestrating Python schedulers and Airflow DAGs to populate analytical fact tables.
- Implemented a DBSCAN clustering algorithm over 12 months of call records, isolating 5 anomalous routing groups through density analysis and feature normalization workflows.
- Led delivery of a revenue assurance platform within 9 months by defining 40+ KPIs using SQL modeling, PowerBI semantic layers, and validation rules, increasing anomaly detection coverage by 5%.

Senior Back Office Consultant

November 2018 – October 2020

FirstPointGroup

Ivory Coast

- Aggregated datasets from 20+ network elements using Python parsers, Shell schedulers, and SQL transformations, structuring normalized warehouse tables for daily operational reporting.
- Architected a centralized KPI monitoring dashboard integrating 6 data sources across Oracle, PostgreSQL, MySQL, and SQL Server, reducing mean incident resolution time by 50%.
- Resolved 30+ annual data synchronization defects by coordinating Level 3 support, executing root cause decomposition, and enforcing reconciliation checkpoints across dependent platforms.

Service Platforms Manager

November 2016 – February 2018

Orange Cameroon

Cameroon

- Directed a team of 5 engineers by allocating sprint workloads, enforcing release governance, and supervising deployment checkpoints, lowering customer escalations by 28% across service platforms.
- Defined 30+ customer journey metrics using event correlation and failure-mode analysis, identifying systemic bottlenecks and improving resolution predictability by 22%.
- Coordinated 12 concurrent solution deployments by aligning requirement specifications, interface contracts, and platform constraints with internal and external stakeholders.

Service Platforms Solution Architect

April 2012 – October 2016

Orange Cameroon

Cameroon

- Collaborated within a 6-member architecture task force to deliver 10+ end-of-year service launches by optimizing workflow orchestration and activation state machines, improving adoption rates by 20%.
- Delivered L1 and L2 operational support across 15 value-added platforms using preventive maintenance cycles, log correlation, and capacity thresholds, reducing unplanned outages by 18%.
- Led 100+ incident investigations using SLA matrices and causal dependency graphs, implementing corrective playbooks that reduced recurrence frequency by 24%.

Billing and Mediation Engineer

October 2007 – April 2012

Orange Cameroon

Cameroon

- Processed 10M+ monthly CDR records across 8 technical platforms using Platine mediation, enforcing validation rules, duplication controls, and latency thresholds before warehouse loading.
- Converted 15+ commercial offer definitions into OSS and BSS configurations by mapping rating logic, mediation flows, and billing cycles to technical service parameters.
- Executed 20+ integration and functional test campaigns using trace analysis and reconciliation reports, stabilizing post-go-live operations within contractual SLA boundaries.

PROJECTS

Detection and Classification of Attacks in an IOT Network Environment

Data Scientist

- Conducted EDA using descriptive statistics & visualizations on 10+ datasets, identifying trend & resolving quality issues.
- Cleaned and prepared data by handling missing values, and inconsistencies, improving data reliability by 25%.
- Trained and evaluated models using standard 80/20 train-test splits to ensure reliable assessment.
- Compared model performance across 3 algorithms, selecting most effective approach based on validation metrics.
- The Random Forest model achieved the best overall performance, with an F1-score above 98%, except for class 4 (Metasploit Brute Force SSH, 88%) and class 5 (NMAP FIN SCAN, 91%), which are highly underrepresented.

EDUCATION

DESS Data Science and Artificial Intelligence

Université du Québec en Outaouais, Gatineau, Quebec

September 2025 – Present

Master of Computer Science

Ecole Nationale Supérieure Polytechnique, Yaoundé, Cameroon

September 2002 – December 2007

CERTIFICATIONS

- **Data Engineering Professional Certificate - DeepLearning.AI, Coursera**
- **AI Programming with Python - Udacity, Data Analyst Nanodegree - Udacity**
- **Databricks Certified Data Engineer Associate- Databricks academy**