

February 23, 2026

National Insurance Social Security Service
Frank Walcott Building,
Culloden Road
St. Michael

Re: Application for Employment

Dear Hiring Manager,

I am writing to express my interest in opportunities within your organisation. With over ten years of experience spanning software development, data analytics, systems analysis, and business intelligence—combined with an MSc in Management Information Systems—I am confident I can make a meaningful contribution to your team.

In my current role as Business Solution Analyst at Goddard Enterprises, I lead requirements gathering, build ETL pipelines, and develop SQL/Python solutions to consolidate data and deliver timely reporting. I design Power BI dashboards that transform complex datasets into actionable KPIs. Previously at Island Heritage Insurance, I spent seven years designing, developing, and maintaining enterprise-grade applications, improving claims processing efficiency by 40% and building BI dashboards using QlikView and SQL Server. I also supported system audits with zero major findings.

My technical skill set includes SQL Server, Python, JavaScript, and Visual Basic, along with extensive experience in database design, ETL systems, and reporting solutions. I have built dashboards using Power BI and QlikView, and I understand the full software development life cycle. My eight years at FirstCaribbean International Bank also gave me a solid foundation in financial services operations, compliance, and customer-focused processes.

I am drawn to this opportunity because it aligns with my experience and career goals. I thrive in environments where I can analyse data, solve problems, and collaborate with cross-functional teams to deliver solutions that make a real impact. My blend of technical expertise, business acumen, and customer-service orientation enables me to bridge the gap between stakeholders and technology.

I would welcome the opportunity to discuss how my background can contribute to your team. Thank you for considering my application, and I look forward to hearing from you.

Best regards,
Marlon Bellamy

PROFESSIONAL SUMMARY

Versatile IT professional with 10+ years of experience spanning software development, data analytics, systems analysis, and business intelligence. Background includes 8 years in financial services (FirstCaribbean International Bank) and 7 years in insurance (Island Heritage). Proficient in SQL, Python, and JavaScript with extensive experience building ETL pipelines, BI dashboards (Power BI, QlikView), and enterprise applications. Strong skills in requirements gathering, data analysis, reporting solutions, and cross-functional collaboration. Holds an MSc in Management Information Systems.

PROFESSIONAL EXPERIENCE

BUSINESS SOLUTION ANALYST – Goddard Enterprises Ltd / Barbados Oct 2025 – Present

- Lead requirements gathering and translate business needs into technical specifications for data integration, reporting, and automation across business units.
- Build and maintain ETL pipelines and SQL/Python solutions to consolidate data sources and ensure accurate, timely reporting for stakeholders.
- Design and deliver Power BI dashboards and BI reports that turn complex datasets into actionable KPIs and strategic insights for management.
- Prototype predictive-analytics models and implement process automations using Power Automate to reduce manual work, improve decision-making, and support audit/compliance readiness.

WEB CONTENT ADMINISTRATOR – Goddard Enterprises Ltd / Barbados Sep 2023 – Present

- Led the management and optimization of corporate websites and web servers across multiple business units, ensuring uptime, accessibility, and brand consistency. Developed and maintained AWS virtual web servers. Improved site load speed by 28% and reduced bounce rate through UI enhancements.
- Implemented web content updates and collaborated with marketing on SEO best practices. This resulted in higher visibility across key pages and a 15% increase in organic traffic.
- Streamlined content approval and publishing workflows. Accelerated campaign turnaround time by 30% across digital teams.

COMPUTER PROGRAMMER/ PROGRAM ANALYST – Island Heritage Insurance/BFM Global Barbados/Bermuda May 2016 – Sep 2023

- Developed and maintained organisational information systems and software applications to ensure optimum accessibility and functionality. Automated core workflows that improved claims processing efficiency and reduced manual input errors by 40%.
- Analysed existing information systems, software applications, and related processes to develop or recommend new systems, modifications, and solutions. Built BI dashboards using QlikView and SQL Server, reducing report turnaround from 3 days to same-day delivery.
- Ensured compliance with all company processes and procedures together with relevant legislation and guidelines of regulatory bodies. Wrote and maintained system documentation, prepared training plans and programmes for staff, and supported successful audits with zero major findings.
- Ensured a level of internal service that exceeded customer expectations by fostering a collaborative atmosphere with a positive, helpful, and team-oriented attitude toward fellow team members.
- Performed activity related to design, development, and maintenance of information systems and software applications, ensuring alignment with business objectives and technical standards.
- Prepared and delivered training plans and programmes for staff to ensure effective adoption of new systems and minimise learning curves during technology rollouts.

WEB DEVELOPER / UI-UX DEVELOPER - Northern Light Group / Boston

Apr 2015 – May 2016

- Developed new user-facing features and built reusable code and libraries for future use. Ensured the technical feasibility of UI/UX designs and optimised applications for maximum speed and scalability. Reduced support tickets by 25% through improved usability.
- Validated all user input before submitting to back-end systems and collaborated with team members and stakeholders on requirements and delivery. Maintained software version control via Git and performed minor DevOps duties including environment creation. Enhanced user satisfaction scores by 18%.
- Developed custom web applications using PHP, JavaScript, and MySQL with emphasis on responsive design. Delivered scalable solutions aligned with client requirements and industry standards.
- Collaborated with other team members and stakeholders throughout the software development life cycle to ensure timely delivery and alignment with project goals.
- Integrated UI/UX improvements and collaborated with product owners to define user flows. Applied best practices in front-end development to ensure cross-browser compatibility and mobile responsiveness.

SWITCH TECHNICIAN - Northpoint Consulting Inc (Flow Barbados)

May 2014 – Apr 2015

- Performed network diagnostics, DSL provisioning, and wired/wireless equipment maintenance. Increased network reliability and reduced downtime across customer premises by 20%.
- Created detailed logs and reports to assist senior engineers and reduce recurring faults. Improved issue resolution time by 35% through structured reporting.

TECHINICAL CUSTOMER SERVICE REPRESENTATIVE – Directv Group Inc

Mar 2012 – Aug 2013

- Customer Service Representative
- Field Services

WEB COORDINATOR - Online Consultancies Barbados Ltd

Feb 2011 – Feb 2012

- Oversee website operations, including content deployment, page optimization, and system functionality to ensure seamless digital performance.
- Partner with cross-functional teams to uphold brand integrity, refine user experience, and develop impactful digital assets.
- Analyze performance metrics, resolve technical challenges, and implement strategic enhancements to drive engagement and site security.

SENIOR CSR – First Caribbean International Bank

Sep 2002 – Aug 2010

- Administrative Coordinator
- Training Coordinator (Transaction Processing – Anguilla)
- Customer Service Representative
- Progressed through multiple roles over 8 years, gaining comprehensive knowledge of banking operations, customer data, and financial services processes.
- Developed and delivered training programmes for transaction processing staff in Anguilla, ensuring effective system adoption and compliance with operational procedures.
- Coordinated administrative functions, managed documentation, and ensured compliance with banking regulations and internal policies.

EDUCATION

MASTER OF SCIENCE IN MANAGEMENT INFORMATION SYSTEMS

University of the West Indies | May 2025

- Relevant coursework: Business Analytics, Data Mining, Cybersecurity, E-Commerce Systems
- Capstone Project: Applied MIS solution integrating cloud computing and data automation (Event Management Application)
- GPA: 3.6

INFORMATION TECHNOLOGY CERTIFICATION

UWI School of Continuing Studies | May 2011

- Practical studies in hardware, networks, database and software development principles

CERTIFICATE IN COMPUTER PROGRAMMING

Carnegie Mellon via Barbados Community College | May 2005

- Coursework included procedural programming, system design, and software logic fundamentals

CSEC CERTIFICATE

Ellerslie Secondary School | May 2001

- Subjects: Mathematics, English, Geography, Art, Office Procedures, Technical Drawing

SKILLS

Software Skills

Web Development: HTML5, CSS, JavaScript, PHP, jQuery

Languages: Visual Basic, VBScript, Java, Python, JavaScript

Database: Microsoft SQL Server (Stored Procedures, Triggers), MySQL, ETL Systems, Data Warehouses

BI / Analytics: Power BI, QlikView, Crystal Reports, Data Mining, SPSS, Stata

Other: SDLC, Requirements Gathering, Git, Agile, MS Office (Excel, Word, PowerPoint), Power Automate, AWS, Cloud Computing