



# Bruno Fernandes Assumpção

**Date of birth:** 1990 | **Nationality:** Portuguese | **Phone number:** (+351) 924313889 (Mobile) |

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<https://bruno-f-assumpcao.github.io/Bruno/#about> | **LinkedIn:**

<https://www.linkedin.com/in/bruno-assumpção-b8948a195/> | **Address:** Lisbon, Portugal (Home)

## ABOUT ME

**Dynamic Data Analyst and BI Developer with a strong combination of technical and functional expertise and a data-driven business model mindset.**

**Technical expertise:** Proficiency in data mining, transformation, and exploration using tools like SQL, Python, and R. I am also skilled in developing dynamic storytelling KPI dashboards, automated reports, and client presentations with tools such as Power BI, Amazon QuickSight, Google Looker Studio, Tableau, and Excel.

**Functional expertise:** Experienced in collaborating closely with stakeholders to understand business needs and translating them into actionable data requirements. Skilled in performing descriptive statistical analysis, identifying trends, and correlating KPIs to provide meaningful insights that drive informed decision-making.

## WORK EXPERIENCE

03/2025 – CURRENT Remote

**BUSINESS & DATA ANALYST AND BI DEVELOPER** AMAZON OPERATIONS ENGINEERING - CONTRACTOR

- In charge of Business & Data analysis and BI development in the Operations Engineering team at Amazon, focusing on the delivery SLAs for the Civil, Electric and Robotic Engineers and Project Managers who build and run Amazon warehouses and automation facilities.
- Working closely with stakeholders from different areas of the business to develop and maintain action-driven dashboards and reports in Amazon QuickSight, which allow for deep diving, root-cause analysis and project evolution.
- Being the bridge between the Operations and the Data Engineering team, translating business needs into data requirements and KPI calculations, and performing exploratory data analysis. I also help with creating dataset views in Redshift SQL for more efficient and fast-performing queries.
- Developing and providing data-driven workshops on-site to the engineering team and project management on how to analyze root causes, navigate dashboards and drive action through data.

**Tools:** Amazon RedShift Database, SQL, Amazon Quicksight, DBeaver, Appsheet, Excel.

08/2024 – 01/2025 Lisbon, Portugal

**BUSINESS & DATA ANALYST** EVA GLOBAL

- In charge of Data transformation and modelling in SQL, and BI development in PowerBi and Quicksight dynamic Dashboards, personalized automated reports, triggered data alerts, and Business review presentations.
- Close communication with Stakeholders to understand the business questions and requirements for continuous improvement with a data-driven business model, following a CRISP-DM methodology for business and data understanding.
- Providing descriptive statistical analysis on trends and correlations between KPIs to provide a deeper understanding of the business reality and areas of improvement.
- Responsible for the PowerBi end-to-end development and maintenance, including gateway connections, semantic models and incremental data updates.

In EVA, my biggest project was the migration of the reporting system from PowerBi to Amazon Quicksight. I also participated, together with the Data Engineers, in the migration of the data model to Amazon S3.

I was also responsible for the development and automation of the monthly Invoice process to aid the financial department.

**Tools:** PowerBi, Microsoft Power Automate, Athena SQL, Visual Studio, Amazon Quicksight, Excel.

09/2022 – 08/2024 Lisbon, Portugal

**MIS BUSINESS ANALYST** COGNIZANT TECHNOLOGY SOLUTIONS - GOOGLE CSA

- In charge of ETL, Process Automation, data integrity assurance and data modelling in SQL and Appscript to provide visual insights on the project's metrics and SLAs for the Google CSA project (Customer Success Acceleration) in the field of Digital Marketing (Search, Display, Video, Shopping).
- In charge of providing historical, real time and forecast analytical dashboards and client facing reporting, in Looker Studio and Excel, from Operational and Business Fronts (B2B) for EMEA, AMER and APAC.

During my time in Google my biggest project was the creation of a global data model and pipeline, developing APIs for data stream, which was then adopted by all three regions.

**Tools:** Google PLX SQL, Looker Studio, AppScript, AppSheet, Excel, Python Google Colab.

05/2022 – 09/2022

#### **BUSINESS & DATA ANALYST** TELEPERFORMANCE PORTUGAL

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- In charge of ETL (extract, transform and load), data and query validation in SQL and Python, and creation of visual reporting in PowerBi to provide KPI insights and forecast to the Operations.
- During the time I was part of a team working with Data engineers to create the global Data modelling and relational schemas following the company's standards.

My biggest project was the development of a Storytelling PowerBi Dashboard to serve as a standard for deep diving and root cause analysis, which was then approved by the Client and implemented across all 7 LOBs of the project.

**Tools:** PowerBi, Microsoft Power Automate, Microsoft SQL Server, Python Jupyter, Excel.

03/08/2020 – 04/2022

#### **OPERATIONS MANAGER** TELEPERFORMANCE PORTUGAL

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Supervision and management of the German and English markets.

Responsible for leading and developing a team of representatives in order to achieve excellency in Quality and Service Level.

Providing accurate KPI reporting and dashboards to the Operations.

04/08/2019 – 02/08/2020

#### **OPERATIONS MANAGEMENT AUDITOR** TELEPERFORMANCE PORTUGAL

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Auditor of Operational Process and Standards Assurance for Operations Management for COPC compliance (First Line Managers, Assistant Call Center Managers and Call Center Managers).

As an Operations Management Auditor, my main goal was to ensure the process and quality compliance in order to exponentially increase the return on investment and positive Gross Margin.

07/2017 – 08/2019

#### **OPERATIONS SUPERVISOR** TELEPERFORMANCE PORTUGAL

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Supervision and management for the Portuguese and Persian/Farsi markets for online Gaming Support.

Responsible for leading and developing a team of representatives in order to achieve excellency in Quality and service level.

## **EDUCATION AND TRAINING**

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02/2024 – 03/2025 Porto, Portugal

#### **POST GRADUATION IN BUSINESS INTELLIGENCE & ANALYTICS** Porto Business School - University of Porto

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##### **Curricular Units include:**

- Data Mining in R, SQL and Python;
- Exploratory Data Analysis in Python and R;
- Predictive Analytics in R and Python;
- Management and Data Quality;
- Data-Driven Business;
- Text & Web Mining in Python;
- Social Network Analysis in Python and Gephi;
- Recommender Systems in Python;
- Big Data Infrastructures in Python Spark - Databricks;
- Business Intelligence in Pentaho (for ETL) and Tableau (for visualization).

**Website** <https://certificates.pbs.up.pt/a8ea31ce-0d1c-4455-ac39-acb73221c517#acc.Tlxw7huK> | **Field of study** Data Science and Analytics

#### **THE FUNDAMENTALS OF DIGITAL MARKETING - 9RG AU8 6X3** Google

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**Website** <https://learndigital.withgoogle.com/digitalgarage/validate-certificate-code>

#### **SQL DATA ANALYST - MICROSOFT SQL** Bluelime Learning Solutions - Udemy

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#### **POWERBI QUERY CERTIFICATE** Udemy

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#### **POWERBI INTRODUCTION - TRANSFORMING DATA SOURCES; CREATING AND PUBLISHING REPORTS** Udemy

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#### **GOOGLE SHEETS CERTIFICATE - THE COMPLETE GOOGLE SHEETS COURSE** Udemy

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LANGUAGE SKILLS

Mother tongue(s): **PORTUGUESE**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
GERMAN	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user