

Ana Carolina Balbino  
Bahia - Brazil

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## Summary

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Graduate with extensive Interdisciplinary experience in Science, Technology, and Innovation, and currently pursuing a degree in Computer Science at UFBA. Experience in research and development through scientific initiation programs, member of the Research Group - Statistics and Data Science, Co-founder and former President of the Academic League of Educational Robotics - Robôchicas (fostering women in Technology). Professional experience in Customer Experience, including the development of soft skills and the implementation of Inside Sales metrics with a customer focus. Knowledge of structuring technology projects, emphasizing innovation, leadership, communication, and problem-solving. Research experience where she developed technical skills with Python and R programming languages, Cloud Computing; Data Modeling; Object-Oriented Programming; Linux/powershell with a strong interest in developing a solid career in Data Engineering and Artificial Intelligence.

## Academic background

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**Computer Science - Federal University of Bahia** - 03/2024 to at moment

**Interdisciplinary Bachelor's Degree in Science, Technology and Innovation with a concentration in Data Science - Federal University of Bahia** - 01/2019 to 12/2023

## Professional Experience

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**Internship in Customer Experience – Juros Baixos Company** - 12/2021 to 09/2022

Direct customer service to solve problems and engage the customer with the company. Visualization and learning of the complete customer journey to promote continuous service improvement. Automating and measuring results and KPIs to implement CX improvements.

**Applied skills:** Problem solving - Empathy - Communication - CRM - Inside Sales metrics

## Academic Experience

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**Scientific Initiation - Federal University of Bahia (UFBA)** – 09/2025 to present

**CNPq PIBIC in the area of Collecting and Analyzing Execution Time Data for Real-Time System Projects**

Establishing conditions for collecting program execution time data that ensure that estimates of maximum execution time limits can be obtained and are within the desirable reliability levels. This involves collecting and analyzing data in different scenarios and execution platforms, correlating the characteristics observed in the data with obtained maximum limit estimates.

**Scientific Initiation** - Federal University of Bahia - 09/2023 to 09/2024

**CNPq PIBIC in the area of Computational Modeling and Calibration Methods**

Study and implementation of calibration methods. Estimation of parameters applied to mathematical epidemiological models with time-dependent data. Development of project management, adaptability, oral and written communication.

**Applied skills:** Python - Git - GitHub - Numerical Methods - Data

**Scientific Initiation** - Federal University of Bahia - 06/2021 to 04/2022

**CNPq PIBIC in the area of Data Analysis JR.**

Worked in data processing with text mining and in the area of visualization and plotting of collected data—development of problem-solving, collaboration, and oral and written communication.

**Applied skills:** R Language - SQL - Git - GitHub - Docker - Linux - Cloud Computing - Data Modeling - PostgreSQL - dbt

**Robochicas Academic League - Federal University of Bahia (UFBA)**

**Executive President - Leader of the study group on Computer Vision applied to Educational Robotics - 11/2021 to 09/2025**

Theoretical and practical studies on exploratory data analysis, image processing, neural networks, supervised machine learning, and deep learning to carry out projects focused on Educational Robotics.

**Applied skills:** Python Language - SQL - Git - GitHub - Docker - Linux - Exploratory Data Analysis - Data Modeling - ROS - Machine Learning - OpenCV - Tensorflow

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**Languages**

**English - B2 (Intermediate)**

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**Additional Skills**

REST API; Object-Oriented Programming; Linux/powershell; Project Development; Problem Solving; Teamwork; Good communication; Experience with OKRs; Experience with Python Language; Knowledge in Statistics; Knowledge in Machine Learning; Data Analysis; Experience with Agile Methodologies; Knowledge in R Language; Knowledge in SQL; Design Patterns; Knowledge of Microsoft Office 365 and Google Office tools; Agile Methodologies; Task management tools; Notion; Jira; Knowledge in Power BI; Dashboard Implementation; Process Optimization; Data Manipulation; Basic ETLs; Organized; Disciplined; Committed; Cloud computing tools; Cloud Computing; Knowledge of ML/AI; GIT Version Control; Knowledge in Excel and/or Google Sheets; Proactivity; Collaborative, proactive and hands-on profile; Analytical capacity; Frameworks Tensorflow; Pytorch; OpenCV; NLP; Generative AI; Databases and SQL and NoSQL; Lanchain; Agno; CrewAI; Autogen; RAG; Prompt Engineering; Agents