Fortaleza/CE, Brazil +55 (85) 996 197 629 paulo.igor.rivero@gmail.com



# SUMMARY

Data Analyst & Data Engineer with 3+ years of experience on complex data interpretation, data engineering, and project analysis, transforming raw data to deliver valuable insights that support strategic decisions making at the corporate level. Aiming to enhance my data analysis and machine learning skills to transform challenges into

Excellent communication, reporting, and presentation skills

achievements.

Open-minded and fast-learner.

#### **SKILLS**

#### **DATA KNOWLEDGE**

DATA ANALYSIS
DATA MODELING
DATA MINING
MACHINE
LEARNING
BUSINESS
INTELIGENCE
BUSINESS ANALYSIS

#### **LANGUAGES**

PYTHON P



#### **TOOLS**

PENTAHO DATA

INTEGRATION
ALTERYX DESIGN
MICROSOFT
POWER BI
TABLEU
MICROSOFT EXCEL
SQL
POSTGRESQL
ORACLE DATABASE
SKLEARN

PERSONAL

TEAMWORK
COMMUNICATION
ANALYTICAL
THINKING
SELF-LEARNER
FAST-LEARNER
ACTIVE LISTENING
ORGANIZATION

# PAULO IGOR RIVERO

# DATA ANALYST

## **EXPERIENCE**

### **BUSINESS INTELLIGENCE ANALYST**

CIALNE - Companhia de Alimentos do Nordeste

- Created a dashboard with real-time error reporting, making possible to correct jobs failures that update the management monitoring panels, solve them before user identified a failure.
- Implemented a Row-level security (RLS), restricting data access for given users.
- Created workflows to migrate data from other companies acquired by Cialne.
- Optimized data sets update using incremental update techniques ,reducing the update time by 40%.
- Designed pipelines to automate process using open source tools.

#### **BUSINESS INTELLIGENCE ANALYST**

Apr/2019 – Apr/2020

May/2020 – Present

SiMCo - Healthcare

- Migration of the company's BI environment, a hybrid solution using paid and open source tools.
- Implemented metrics and KPI visualization for customer experience analysis, such NPS (Net Promoter Score) and CSAT (Customer Satisfaction Score).
- Participated in a joint effort to manage the process of variable remuneration for the service of each unit of the company.
- Created a workflow to automate the creation of bases for automatic dialer in the call centre sector.

#### **ASSISTANT BUSINESS ANALYST**

Jun/2018 - Apr/2019

CRC - Central de Recuperação de Créditos

- Developed strategies to reduce actions expenses with inefficient ROI (Return On Investment).
- Created flows to automate the creation of the dial list for the active credit recovery team, improving the performance of the operational team.

## **TECHNICAL SUPPORT ANALYST**

Apr/2016 - May/2018

Stefanini Brasil

- Interpersonal skills, such as make sure to be understood and well understand what is the real client request.
- Interpersonal skills such as Empathy, Friendliness and Active listening

# **EDUCATION**

#### SPECIALIZATION IN DATA SCIENCE

2020 - 2021

Organização Educacional Farias Brito

Fortaleza, CE - Brazil.

#### COMPUTER SCIENCE

2010 - 2018

UECE - Universidade Estadual do Ceará

Fortaleza, CE - Brazil.

# **COMPUTER SCIENCE**

2014 - 2015

Griffith College Dublin

Dublin, County Dublin, Ireland.