



### 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 achievements.

Excellent communication, reporting, and presentation skills.

Open-minded and fast-learner.

### SKILLS

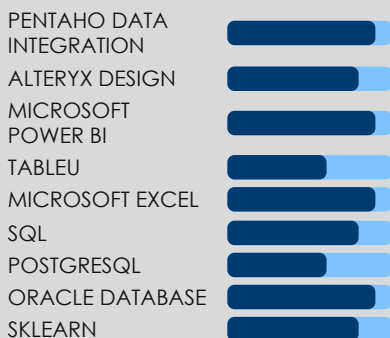
#### DATA KNOWLEDGE



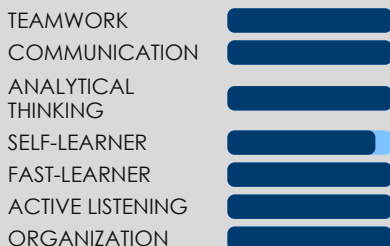
#### LANGUAGES



#### TOOLS



#### PERSONAL



### EXPERIENCE

#### BUSINESS INTELLIGENCE ANALYST

May/2020 – Present

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

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.