

Larissa Silva de Souza Neitzke

📍 Morro do Espelho, São Leopoldo, Brazil - Date of Birth: 10-Feb-1996

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ABOUT ME

I am a programming student passionate about technology and innovation, looking for my first internship to apply my knowledge in Systems Development and contribute to creative and efficient solutions.

EXPERIENCE

Junior Data Administrator

Feb 2020 – Current

RS2 Software (Remotely - Malta/EU), Mosta, Malta

- ✓ Extracting data from Jira to generate ticket/incident reports for the company clients;
- ✓ Extracting data from Jira to generate department specific reports for Human Resource analysis;
- ✓ Administering employees log work procedure.

Law Clerk

Oct 2016 – Aug 2018

Court of Justice, Novo Hamburgo, Brazil)

- ✓ Support to court hearing by recording and analysing sessions;
- ✓ Writing and reviewing judicial sentences according to their principles by interpreting laws, rulings and regulations for specific cases;
- ✓ Conduct extensive legal researching and analysis;
- ✓ Provide assistance prior and during a court proceeding by preparing for a case and examining the related legal documents.

Customer Service

Jan 2014 – Sep 2016

Procon-RS, Novo Hamburgo, Brazil

- ✓ Handling and resolving complaints promptly and effectively with the PROCON principles in mind;
- ✓ Providing a high standard and quality of customer service with the ability to deliver high quality work to meet deadlines;
- ✓ Liaising with internal and external stakeholders;
- ✓ Assisting with other process and operational areas in order to safeguard consumer's interests and their welfare.

EDUCATION

Technologist in Systems Development

2024 - Current

SENAC - RS, São Leopoldo, Brazil

Graduate Course in Digital Law, Cybersecurity and AI

2024 - Current

Fundação Escola Superior do Ministério Público - FMP, Porto Alegre, Brazil

Bachelor's Degree in Law

2013 - 2018

Universidade do Vale do Rio dos Sinos - UNISINOS, São Leopoldo, Brazil

CERTIFICATIONS & COURSES

- ✓ Microsoft Excel - Excel from Beginner to Advanced (Udemy, 2020)
- ✓ English Course - B1/B2 (English Domain, 2019)

SKILLS

Computational

- ✓ Atlassian Jira.
- ✓ Atlassian Confluence.
- ✓ Microsoft Excel.
- ✓ MySQL.
- ✓ SQL.

Languages

- **Portuguese**: Native
- **English**: Advanced
- **Spanish**: Basic