LUCAS CESAR ANDRADE

Data Analyst

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SUMMARY

I have over 3 years of experience as a Level 3 Support Analyst at a consulting firm, where I worked across various sectors, providing technical support and problem-solving for clients.

Seven months ago, I transitioned to a Data Analyst role at an ophthalmology hospital, where I specialize in querying, adjusting, and generating reports from the TASY EMR system. Additionally, I focus on improving existing reports, enhancing data accuracy, and optimizing data delivery to support clinical decision-making.

SKILLS

Programming   7

- Python
- PL/SQL

Database   7

- Oracle

LANGUAGES

English   5

Portuguese   10

WORK EXPERIENCE

2024 - Present

Data Analyst
Excimer Laser LTDA

Duties

- Extracting data from the Tasy system, using Oracle database, and mapping it to the WekNow Healthcare platform.
- Optimizing and refining extraction scripts to enhance data accuracy and improve process efficiency.
- Ensuring seamless data integration to support reporting and decision-making.

2021 - 2024

Support Analyst
Ti Pros LTDA

Duties

- Began as an intern, developing foundational skills that facilitated career progression.
- Promoted to Junior Support Analyst, assuming additional responsibilities and expanding professional capabilities.
- Managed a wide range of support requests, from basic inquiries to resolving complex issues.
- Conducted advanced diagnostics to resolve software failures, and configured and optimized hardware.
- Addressed network connectivity issues, contributing to stable IT infrastructure.
- Participated in software deployment projects, ensuring smooth implementation.
- Collaborated with the IT team and end users to identify process improvements and deliver effective solutions.
- Developed advanced communication and problem-solving skills, enhancing overall support effectiveness.
- Gained in-depth knowledge of organizational systems and technologies, solidifying technical expertise.

EDUCATION

2024 - 2026

System Analysis and Development
Anhembi Morumbi