**LUILSON SOUSA**

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# SUMMARY

Results-driven Data Analyst with over 10 years of experience in business analysis, data analytics, and reporting within the financial services sector. Skilled in data visualization, statistical analysis, and database management, with a strong foundation in SQL, Python (Pandas, NumPy, Matplotlib), and Power BI. Adept at extracting insights from data to drive decision-making, optimize business processes, and improve operational efficiency. Currently pursuing a Computer Programming and Analysis program at George Brown College, further enhancing expertise in data analytics, cloud databases, and business intelligence tools.

# TECHNICAL AND CORE SKILLS

* Data Analytics & Visualization: Power BI, Tableau, Excel (Pivot Tables, VLOOKUP, Macros), Python (Pandas, NumPy, Matplotlib, Seaborn).
* Data Analytics: Experienced in analyzing business processes, documenting requirements, and preparing test cases.
* Process Improvement & Automation: Streamlining IAM workflows, automating access provisioning, enhancing compliance processes.
* IT Security Administration: Familiar with IAM fundamentals, including principles of least privilege, JML handling, recertification, and security controls.
* Programming Languages: Proficient in Node.js, Python (NumPy, Pandas, Matplotlib), JavaScript, React, C#, HTML, CSS, .NET, and Java.
* Stakeholder Collaboration: Translating business requirements into actionable insights, working with cross-functional teams.
* Environment: CRM, Excel (Pivot Tables, VLOOKUP, Macros), MS Office, Power BI, Power Apps, ServiceNow, SailPoint, SAP, Host Front, TBT, NextCrew, SAS, MS Access, SQL Queries.

# PROFESSIONAL EXPERIENCE

**Senior IAM Analyst | BMO,** Toronto, ON | January 2024 – October 2024

* Conducted data analysis on user access trends, identifying security risks and compliance gaps within IAM processes.
* Developed automated dashboards in Power BI to visualize access review progress and audit readiness, reducing manual reporting time by 30%.
* Extracted and analyzed large datasets from IAM systems, providing insights for policy improvements and compliance monitoring.
* Utilized SQL queries to track and audit user access data, ensuring regulatory compliance and proactive risk management.
* Strengthened cross-functional collaboration by guiding internal business partners and contributing to system testing and process enhancements, achieving a 12% increase in customer satisfaction.

**Banking Advisor | National Bank,** Toronto, ON | Sep 2021 – March 2023

* Delivered daily support to colleagues and end-users by promptly addressing service requests for document management and security, maintaining a 98% resolution rate.
* Streamlined security operations by coordinating document access and related tasks, fortifying data protection protocols.
* Assisted in data extraction and analysis, identifying patterns in banking operations to improve customer service efficiency.

**Event Supervisor | DGS Staffing Agency,** Toronto, ON | Sep 2013 – Aug 2021

* Led the Event team while being the liaison between internal and external stakeholders and business partners.
* Developed Excel-based models to track event logistics, budgeting, and staffing performance.
* Responded to internal and external inquiries, maintained customer profile databases, and ensured compliance with best practices.

**Business Analyst | Rede Energia S/A,** São Paulo, Brazil | July 2003 – Feb 2013

* Performed **data-driven financial analysis**, generating insights that led to a 15% revenue growth.
* Authored detailed financial reports aligning with business objectives and IT security standards, enhancing decision‑making efficiency by 20%.
* Performed thorough risk analysis on finance, investment accounts, and credit portfolios, identifying vulnerabilities and mitigating risks to reduce exposure by 25%.

# EDUCATION

**Computer Programming and Analysis |** George Brown College -Toronto, Canada | Major: IT | Sep 2022 – Present **Courses:**

* Full-Stack Development (JavaScript, HTML, CSS, .NET, Node.js, React)
* Object-Oriented Programming (C#, Java, Python – including NumPy, Pandas, Matplotlib)
* Database Management (SQL Queries, Cloud databases, PostgreSQL, Web Application, API, OAuth)
* Linux Essentials (Bash, Shell Scripting)

**Bachelor of Business Administration |** Paulista University - Palmas, Brazil | Major: Business | July 2008 – Dec 2012 **Courses:**

* People Management Fundamentals
* Financial Management
* Analysis of Financial Statements

# PROJECT HIGHLIGHTS

* Developed and maintained a React application using Axios and Fetch API to integrate and fetch data from cloud-based services.
* Implemented microservices architecture for a currency and unit converter application, integrating real-time exchange rate APIs and cloud data storage.
* Designed a cloud-native backend system using Node.js, Express, and MongoDB, ensuring scalability and security.

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