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INTRODUCTION

I am passionate about technology and innovation.

Since I was a child I've always had a great interest in studying about new topics to learn more about everything that interested me. My favorite subject has always been technology which I could easily define as my passion and ambition.

As early as 10 years old I started my journey in robotics classes and free computer courses. At 16 years old I discovered a world of online studies at video course platforms, these were the biggest responsible for introducing me into a more professional programming world. At 18 years old I enrolled into a Digital Games bachelor's degree course using Unity3D which served as something to settle my interest for developing smart solutions and to show me how important it would be to deepen my knowledge and expand my tools. At 21 years I changed my bachelor to Software Engineering in order to focus my abilities even more. As a developer, I have a lot to add and learn from the IT world for my journey is just beginning.

Github: [RitaCSRangel \(Rita de Cássia Santos Rangel\) \(github.com\)](https://github.com/RitaCSRangel)

JOB EXPERIENCE

COGNI

Intern

Backend Developer

October 2020 until April 2021

As an intern in the development section of COGNI I had the opportunity to learn about the process of developing from beginning to end. As a company focused on developing solutions through IoT, artificial intelligence and complex dashboards, I had contact with the development of desktop applications on .Net platform, Custom AI solutions, VPN authentication processes, PostgreSQL database connection, API usage and AWS Bucket connections. I was responsible for all stages of this internal project that ended up being called "Auditing of Corporate Energy Invoices Programm", from requirements gathering, planning and modeling to implementation and

LANGUAGES

Portuguese - Native.

English - Proficient
(C2+).

Spanish - Beginner.

SKILLS

Time Management

Adaptability

Teamwork

Proactivity

Communication

Troubleshooting

Leadership

Patience

Microsoft Excel.

Power Platform:
Functional

Power Platform:
Technical

Power Automate

Power Apps: Canvas App

Azure Data Factory

Dynamics CRM:
Integrations

presentation. In addition to this project, I also worked with the development skills for Alexa and had extensive contact with Amazon Web Services.

Accenture Song

Full Time

Senior Analyst

April 2021 until now

Here I got in touch for the first time with Microsoft's CRM solutions. During this time I learned to develop complete CRM systems, both in functional and technical aspects. I had the opportunity to use tools such as the standard Dynamics API, custom Dynamics APIs, consume external APIs for Dynamics, Canvas App, Plug-ins, JavaScript customizations and Power Automate. With my team I developed a variety of environments for customers, from Sales solutions to Marketing and Field Services. During this time I learned to develop systems along with small and large teams, participate in meetings directly with clients for project's kick-off, solutions design and SCRUM ceremonies. I also had the chance to work my code in parallel with my team using Git through DevOps and Github platforms while also managing sprint's tasks using tools such as DevOps and Jira. Finally, I also learned how to use Azure Data Factory for data integration and many more integrations. In short, I got the opportunity to learn more about amazing CRM solutions offered by Microsoft through Dynamics 365.

ACADEMIC INFORMATION

Highschool — Completed

2015

Software Engineering — On going

2022

COURSES

Algorithm Course

40-hour course offered by Professor Gustavo Guanabara through the “Curso em Vídeo” platform.

Java Course

40-hour course offered by Professor Gustavo Guanabara through the “Curso em Vídeo” platform.

API Usage

API Development

Dynamics CRM: Plug-in Development

Python

BPMN Solution Development

HTML 5

CSS

JavaScript

C#

C

C++

Java

Bizagi

BADGES



[Microsoft Certified: Power Platform Functional Consultant Associate](#)

Object Oriented Programming Course

40-hour course offered by Professor Gustavo Guanabara through the “Curso em Vídeo” platform.

C# course

37h course offered by Professor Nelio Alves through Udemyl platform.

Amazon Alexa Development Course

3h course offered by Professor Nicholas Ivanecky through Udemyl platform.

JavaScript course

90h course offered by Professor Leonardo Moura Leitão through Udemyl platform.



Néctar Academy

PROJECTS

Maple Bear Project

Maple Bear Canadian School needed a CRM system combined with an application that could be used daily by their educational advisors. The app should perform as a portable CRM system, connected to Dynamics CRM system so both could work together. The solution should encompass: the separation of school systems according to several Maple Bear units in order to each school being able to visualize and work with their customers, prospects and students within the system; the reception of prospects from a landing page; a space for educational advisers to organize their schedules by creating tasks, appointment reminders, and phone call reminders which should generate a customer contact history and ultimately the submission of contracts for signature through Adobe Sign. To achieve this, me and my team developed a CRM system using Dynamics 365 together with a Canvas App while taking advantage of system functions like business units, lead management system, creation of business opportunities from warm leads, creation of orders with chosen products and redirection of Adobe Sign signature documents through Power Automate so we could finally build a 360° view of the entire process.

RTM Project

RTM company has several sectors that contribute to a quality service, so they needed a CRM system capable of offering clear and organized steps for each team involved in the operation. A suitable area was needed for sales team to work with their potential customers, another area containing sales opportunity available only to salespeople of appropriate teams, dynamic fields

for filling in data according to the type of demand and project, configured sales products, exclusive stage steps within the sales opportunity, elaboration phase for business proposal, fields for process control and contractual management. To meet the demands, the development relied on customized forms, a customized pipeline for business process, access permissions assigned to custom forms, form automations and plugins for more complex customizations.

MDC Energia Project

The analysis of energy sources is a subject that MDC Energia takes very seriously so in order to attend to their needs me and my team raised all the requirements that MDC Energia would need. MDC needed a CRM system capable of separating their energy sectors in 3 similar CRM systems, each with some particular characteristics: The systems should have the same customer database, but with independent diagnostics and opportunities, complex and automated forms for the insertion of countless data involved in the business process and a complex system of approvals sent and monitored automatically by the system. In addition to the systematic needs, there were also usability requisites since the path to be followed by MDC Energia users process involves a strict order of information and approvals at each step of the process, so the system should guide the user through. To achieve this, a large customized system was created, counting with 3 different applications, independent forms, shared customer base, redirection of records between the 3 applications, document storage system, an automation for sending of documents for approvers determined by system administrators and messages that guide users throughout the stages and approvals that, in particular, were developed with a robust logic capable of detecting which document is sent and to which approvers it should go.