

# Alexandre Santana

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**Summary:** I am an experienced professional with strong communication, leadership and interpersonal skills. Detail-oriented and results-driven. I am seeking an opportunity to showcase my abilities in a growing company looking to effectively utilize their data to more adeptly provide statistical information to their customers. I am focused, adaptable, and dependable while also being a flexible self-starter who works independently and responds quickly to the changing needs of the organization.

## **Qualifications:**

- Strong experience using Spreadsheets (VLOOKUP, Pivot Tables, Conditional Formatting)
- Strong experience in Data Visualization using Spreadsheets and Tableau.
- Strong Data Storytelling and presentation skills
- Intermediate understanding of SQL, SQL Server
- Python and R coding
- Strong Minitab user and strong understanding of statistics. Six-Sigma Black Belt (certified)

## **Work Experience**

### **Tech Mahindra**

*Quality Analyst Team Leader, February 2022 – Present*

Monitoring and analysis of actual performance data and guaranteeing service level agreements. Identifies and resolves issues that affect team performance and service Quality. Management of Quality Analysts Team. Quality of service and team performance KPI and Dashboarding.

### **Trainer (Freelancer)**

*CMM Programming Trainer, August 2020 – January 2022*

CMM Programmer. PCDMIS Trainer.

### **Tenneco**

*Quality Analyst, July 2018 – July 2020*

Suppliers Quality. Process Quality insurance. Process and Product Auditor. CMM Programmer. Continues Improvement (Lean / Six-Sigma).

### **Mechacrome**

*Continues Improvement (Six-Sigma), November 2016 – July 2018*

Continues Improvement Dpt. Coordinator (Lean / Six-Sigma). Measuring Dpt. Coordinator. Control of the EMM. CMM Programmer.

### **Eugster & Frismag**

*Metrology Dpt. Coordinator, December 2014 – November 2016*

Measuring Dpt. Coordinator. CMM Programmer. Control of the EMM. Continues Improvement (Lean / Six-Sigma).

### **Webasto**

*Metrology Dpt. Coordinator, November 2004 – November 2014*

Measuring Dpt. Coordinator. CMM Programmer. Control of the EMM. Continues Improvement (Lean / Six-Sigma).

### **Tenneco**

*Quality Analyst, September 1994 – October 2004*

Process and product control. Control of the EMM. Measuring specialist. Process and product auditor.

## **Education:**

Bachelors Engineering Control and Instrumentation (frequency) – 1994

## **Achievements:**

- Winner of the Data Analytics Upskilling Program by Analytics Academy, Santander Universities and Polytechnic Institute of Setubal (July 2012).

## **Sites:**

<https://www.linkedin.com/in/alexandre-santana-a8a13755/>

<https://github.com/alexmpsant>

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