

# Alice Guilhermina Gomes Portes

São Paulo – SP, Brazil

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## Experience

W & A Comércio e Serviços / *Business Assistant*

Mar 2020 – Nov 2021, Aug 2023 – Dec 2023, Pirapetinga – Minas Gerais, Brazil

- Managed schedules, phone calls, and documentation
- Maintained organized records and supported customer service
- Improved access to reports by structuring digital files

Smurfit Kappa / *IT Intern*

Feb 2022 - Jun 2023, Pirapetinga – Minas Gerais, Brazil

- Supported the IT team in system maintenance and troubleshooting
- Helped implement automated spreadsheets to improve internal reporting workflows
- Assisted users with hardware and software support

Caixa Econômica Federal / *Intern*

Jun 2016 – Dec 2017, Pirapetinga – Minas Gerais, Brazil

- Supported customer service and administrative operations
- Handled financial document organization and filing
- Guided clients on ATM use and updated customer information

## Education

Estácio de Sá University / *Information Systems*

2024 – Present (Expected graduation: Dec 2026)

Capitão Ovídio Lima / *High School Diploma*

Feb 2015 - Dec 2017, Pirapetinga, Minas Gerais, Brazil

## Skills

- SQL
- Excel and Spreadsheets
- Power BI, Tableau
- Python (pandas, matplotlib, scikit-learn)
- R (basic)
- HTML, CSS, JavaScript, PHP (basic)

- Storytelling
- Problem-solving, time management, communication

## Certifications

- **Google Data Analytics** — Coursera & Google, May 2025
- **Data Science** — Santander Tech+, Jan 2025 (22 hours)
- **Excel** — Santander, Sep 2024 (8 hours)
- **Power BI** — Santander, Oct 2024 (8 hours)
- **Storytelling for Digital Marketing** — Santander, Aug 2024 (8 hours)
- **Web Programming** — Estácio de Sá University, June 2024 (120 hours)
- **Python Programming** — Estácio de Sá University, June 2024 (80 hours)

## Languages

- Portuguese (Native)
- English (Advanced)

## Projects

- **Olist E-commerce Analysis**  
*SQL, Power BI*  
Analyzed sales, product categories, and delivery KPIs using SQL. Built a Power BI dashboard to visualize revenue, orders, and customer behavior.
- **Bank Marketing Prediction**  
*Python (pandas, scikit-learn)*  
Cleaned and analyzed banking data. Trained classification models to predict customer response to marketing campaigns.
- **Seattle Airbnb Market**  
*SQL, Power BI*  
Explored pricing, availability, and room types using SQL. Created dashboards showing seasonal trends and top neighborhoods.

**Full portfolio:** [github.com/aliceportes](https://github.com/aliceportes)