

# ANA PAULA PIMENTEL

DATA ANALYST / PROJECT MANAGER / DEVELOPER



## PROFESSIONAL EXPERIENCE

### **Accenture, Nova Lima - MG - Brazil**

#### *Associate Business & Arch Integration Manager*

2021 – 2023

- Experience in Brazil BPO Mobilization Team
- Managing and providing access to customers and company systems and applications
- Working with innovation and project automation
- Ensure good communication between operational and technological teams, as well as with customers
- Creation and maintenance of dashboards, schedules and trackers for access provisioning
- Creation and submission of technical documentation regarding the onboarding and revocation of access (roll off) of users, taking into account the data access and security policies granted to clients.

### **Google Pittsburgh/HCL America, Pittsburgh - PA - United States**

#### *Team Leader - Senior Technical Analyst and Project Manager*

2019 – 2021

- Team management, including evaluation and quality assurance
- Recruitment and training of operators in the United States and Poland
- Responsible for communication between the client and the operations team
- Writing technical documentation (technical writing) and SOPs;
- Development of reports in the form of spreadsheets and dashboards via scripts using knowledge of data analysis (SQL and Google Scripts)

## A LITTLE ABOUT ME

Brazilian living in Belgium with 7y of experience working in the United States.

Recently, I worked as a Business and Integration Arch Manager at Accenture and I was responsible for two benchmark projects. I also worked with client's data security, knowledge transfer doing transition process and operational metrics.

Before that, I lived for 7 years in the United States where I worked at Google Pittsburgh leading teams in India and Poland via HCL America.

I am also a web developer and have worked with online education for the Brazilian federal government. My main focus was providing staff training and technical support for professors and researchers.

Despite my extensive IT background, I hold a degree in Social Communication with a specialization in Journalism and a postgraduate diploma in Digital Media and IT.

I also studied Letters and Linguistics with Germanic specialization at the Federal University of Minas Gerais.

### *Senior Technical Analyst*

2015 – 2018

- Use and training on various Google tools
- Use of editorial skills to organize information and work with client-provided content and data
- Teamwork through peer reviews
- Data entry and evaluation for the translation model for Google Shopping (Portuguese-English, Spanish-English and German-English)

### **UFMG (Federal University of Minas Gerais), Belo Horizonte -MG - Brazil**

#### *Technical analyst and project manager*

2012 – 2014

- Development of multimedia content for online courses
- media transposition
- Hire and train a team of tutors and technical support
- Technical support Moodle platform
- Website development using content management systems (Wordpress and Joomla) and Bootstrap framework

### **Pontomobi / Aorta Entertainment, Belo Horizonte -MG - Brazil**

#### *Technical writer and Front-End developer*

2011 – 2012

- UX/UI Developer and Designer for Websites and Mobile Apps
- Peer reviews of codes
- Responsible for technical writing of product description documents

### **UFMG (Federal University of Minas Gerais), Belo Horizonte -MG - Brazil**

#### *Digital Media Producer and Technical Support*

2010 – 2011

- Technical support for the Moodle platform for online courses
- Production and publication of the Moodle platform tutorial
- Team training on the Moodle platform
- Media transposition for online courses

### **TECHNICAL SKILLS AND TOOLS**

#### **Microsoft and Google**

Docs, Excel, PowerPoint, Access, Feuilles, documents, scripts, G Suite, Cloud, Domains, Analytics

#### **Developer**

HTML, CSS, JavaScript and jQuery, Frameworks (Bootstrap) and content management systems (Joomla, Wordpress and Drupal), SEO, Android Studio, Java, SQL, JSON, Python (NumPy, Matplotlib and Pandas), version control systems (GIT) - Github

#### **Languages and Translation**

Private Courses of English and German lessons with focus on conversation and acquisition of language certificates.

Various translation jobs: mainly as a hobby and self-employed.

#### **Other**

Video editing (Adobe Premiere and After Effects) and images (Photoshop and Fireworks).

### **LANGUAGES**

Native Portuguese

English C2 - Fluent

Spanish B2 - Intermediate

German A2 - Basic

French A1 - Basic

## **TEACOM - Education and formation, Belo Horizonte -MG - Brazil**

*Web designer and content creator*

2009 – 2010

- Technical support for the DOKEOS E-learning Suite platform
- Development of multimedia content for online courses

## **98FM / Rocknews / Guia Entrada Franca, Belo Horizonte -MG - Brazil**

*Web designer and journalist*

2006 – 2009

- Multimedia journalist responsible for media coverage, editing, publishing and technical support on the cultural events sites Rocknews and Guia Entrada Franca.
- Content production for 98FM radio programs

## **EDUCATION**

**PUC-MG** 2011 – 2012

*Postgraduate Digital Media and Information Technology*

**PUC-MG** 2003 – 2006

*Bachelor in Social Communications (Journalism)*

**UFMG** 2004 – Not completed

*Bachelor in Letters and Literature (Germanistics)*

## **ADDITIONAL EXPERIENCES**

### **Private language classes**

Over 15 years of experience teaching English in private lessons, with emphasis on conversation and preparation for various certifications (FCE, TOEFL, etc.)

### **Bertelsmann Technology Data Science Nanodegree - Udacity**

Nanodegree course in Data Management including: Practical Statistics, Data Analysis, Data Management and Data Visualization. Produced thanks to a grant provided by Bertelsmann Technology.

### **Google Nanodegree Android Development - Udacity**

Android Nanodegree development course. Made with a grant provided

## **ADDRESS**

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## **CONTACT**

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## **LINKS**

[Online Resume](#)

[Portfolio](#)

[LinkedIn](#)

by Google.

**Volunteering- *Humane Animal Rescue***

6 years working at Humane Animal Rescue in Pittsburgh/USA, meeting the needs of shelter dogs (training, walking, playing and carrying out enrichment activities). I also managed a team of dog walkers, training and supporting new members, taking care of paperwork relevant to the dogs' activities and their needs.

**Front-In Conference - *Participation***

Participation in two editions (2012/2013) of the Front-End Developers Front In BH conference, in Belo Horizonte

**Book: Panorama of Contemporary Comics in Germany - *Translator/Co-Author***

Co-author and translator of the book Panorama of contemporary comics in Germany. ISBN-978-85-98387-12-3

**XXVIth Congress of Communication Sciences - *Secretary***

Participation in the XXVI Brazilian Congress of Communication Sciences, of the Brazilian Society for Interdisciplinary Studies in Communication (Intercom)

**First Certificate in English (FCE) - *Cultura Inglesa (Brazil)***

Completion of the English certificate at the University of Cambridge via Cultura Inglesa BH

**Macromedia Software Formation Course - Department of Computer Science - UFMG**

Web Development/Design (Macromedia software: Fireworks, Flash and Dreamweaver)