Arlen Freitas Silva

📅 Brazilian (32 years old)

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🚗 Driver's License: Category AB | Open to remote work

🪪 PCD (ASD – ICD-11 6A02)

🎯 Objective

To work on projects that combine Data Science and Web Development, focusing on data analysis, automation, and visualization. Skilled in optimizing processes and supporting strategic decision-making through innovation, performance, and technology-driven solutions.

🎓 Education

B.Sc. in Data Science (Technologist) – *Uninter*
(Oct/2024 – Jul/2027)
Practical training in data analysis, interpretation, and visualization, predictive modeling, and strategic decision-making based on complex datasets. Emphasis on statistics, programming, machine learning, and Big Data tools.

Full Stack Web Development – *Trybe*
(Feb/2021 – Mar/2022)
Intensive training in full-stack web application development with focus on JavaScript, React, Node.js, relational and non-relational databases, agile methodologies, and best practices in version control and testing.

💼 Professional Experience

Administrative Supervisor
AEC Contact Center | Montes Claros, MG
(Oct/2023 – Jan/2025)

- Analyzed KPIs and performance reports
- Coordinated teams and supported operational leadership
- Conducted client meetings, interviews, and process improvements
- Oversaw quality and productivity control

Customer Service Representative
AEC Contact Center | Montes Claros, MG

(Jan/2023 – Oct/2023)

- Customer support (phone and internal systems)

- Organized spreadsheets and control reports

- Administrative support and call routing

Software Developer
Êxito Inf. | Montes Claros, MG
(Mar/2022 – Jun/2022)

- Refactored and deployed APIs for delivery servers

- Optimized code focusing on performance and best practices

🛠️ Technical Skills

- **Databases:** MySQL, PostgreSQL, MongoDB

- **Business Intelligence:** Power BI, Advanced Excel (Power Query, Power Pivot)

- **APIs:** Consumption and development of RESTful APIs

- **Data Analysis:** KPI definition and monitoring, dashboards, reporting

- **Tools:** Git/GitHub, VS Code

🧠 Soft Skills

- Leadership and decision-making

- Empathetic communication and active listening

- Conflict resolution

- Analytical thinking and results-driven mindset

🌐 Languages

- Portuguese – Native
- English – Advanced
- Spanish – Basic