

## Arlene Santos

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Lisbon, Portugal | Date of birth: 6 Sep 1989 | Gender: Female | Nationality: Brazilian

### ABOUT ME

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I am currently in the process of career transition and I have been studying web development since 2020.

In 2021, I joined an intense Full Stack JavaScript bootcamp program. In addition to hard skills such as: HTML5, CSS3, Bootstrap, PostgreSQL, Node.js, Express, Handlebars; the dynamics of the course allowed me to reinforce skills acquired throughout my professional career, such as: communication, teamwork, attention to detail, organization, planning and time management.

Please feel free to visit my profile on GitHub (<https://github.com/arlenesantos>).

### EDUCATION AND TRAINING

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#### BOOTCAMP - FULL STACK JAVASCRIPT APPLICATIONS - TRAINEE

Desafío Latam and E-Camp Edutecho, APR 2021 – OCT 2021, Chile

#### POSTGRADUATE - STRATEGIC HUMAN RESOURCES MANAGEMENT

Pontifícia Universidade Católica do Paraná – PUCPR, MAR 2011 – JUL 2012, Brazil

#### BACHELOR'S DEGREE - BUSINESS ADMINISTRATION

Universidade Positivo, MAR 2007 – DEC 2010, Brazil

### LANGUAGE SKILLS

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Mother tongue: PORTUGUESE

Other languages: ENGLISH – level C1 (*Competent user*) | SPANISH – level B2 (*Independent user*)

### WORK EXPERIENCE

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#### BUSINESS ANALYST – EVALUESERVE CHILE SA

[1 OCT 2019 – 30 APR 2021 – Viña del Mar, Chile]

- A trusting relationship was established with the dedicated client, one of the leading global management consultancies, to better support the client's team of analysts.
- Conducting market studies (ad hoc) with scope in Brazil and Latin America, supporting research in several sectors such as consumer goods, health, energy, telecommunications, industrial goods and financial institutions.
- Performing a variety of analyses such as benchmarking, trend identification, industry profiling, market sizing, etc., by collecting and analyzing data and information found in databases and/or other primary and secondary research tools.
- Elaboration of answers/reports to specific business questions, providing synthesis and insights in order to add value to problem-solving discussions within tight deadlines.
- Production of newsletters, gathering relevant market news for the mentioned sectors.

**Achievements:**

- ✓ *Individual:* constant positive feedbacks from the client, complimenting the quality of the results I have sent.
- ✓ *As a team member:* at the end of 2020, the client recognized that the team had been providing essential and irreplaceable support. This fact supported the commercial contract between the companies in the following year, as the cancellation of the contract to reduce costs due to the health crisis (Covid-19 pandemic) had been considered. Due to the team's performance, diligence and perseverance, the contract was maintained, and we received the "Power of One" award from Evalueserve.

**HUMAN RESOURCES ANALYST – GA TELECOMUNICAÇÕES LTDA.**

[2 JUN 2014 – 1 SEP 2017 – Curitiba, Brazil]

- I was in charge of all HR department-related tasks, reporting directly to the company's owners.
- Conducting recruitment, selection, hiring, onboarding and termination processes.
- Payroll management, working together with accounting.
- Management of social benefits, such as transport, meal, health insurance.
- Providing support and information to managers and employees, assisting in the understanding of benefits, payroll, HR policies and procedures and directors' decisions.
- Planning and execution of special events for employees, such as birthdays and annual parties.

**Achievements:**

- ✓ Development and implementation of policies and procedures based on corporate guidelines for HR processes, working directly with the company's legal counsel to ensure the legality of the rules.
- ✓ Development and implementation of processes such as job descriptions, job and salary plan, and performance evaluation.

**HUMAN RESOURCES ASSISTANT – HOSPITAL IPO**

[12 MAY 2008 – 25 JUL 2013 – Curitiba, Brazil]

- Management of documents related to hiring and termination.
- Management of benefits such as life, health, and dental insurance, transportation, and food vouchers.
- Responsible for the payroll process, working together with the accounting office.
- Responsible for updating HR policies and procedures.
- Support all internal HR queries and requests.
- Acting as a facilitator in training of the HR sector, whose objective was to inform and prepare hospital managers to deal with questions from employees related to the HR sector.
- Participation in the preparation of the job and salary plan, working on the project directly with the administrative director, the HR coordinator and an external consultant.
- Participation in the annual strategic planning of the HR area (SWOT analysis and 5W2H control).

**Achievements:**

- ✓ Development and implementation of the organizational manual. Process conducted through interviews with supervisors and employees to create job descriptions, job profiles, standard operating procedure (SOP), flowcharts and hospital organization chart.
- ✓ Implementation of performance appraisal, feedback process and training program.