BRUNA SALVAN

Data Analyst

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EDUCATION

Jun. 2025 | **MBA** - Business Intelligence
UniAmérica Descomplica University Center
Focus on data analysis, strategic decision-making and process optimization to generate more assertive and sustainable results for businesses.

Dec. 2022 | **POST-GRADUATION** - Data Warehouse and Business Intelligence
University of Vale do Itajaí - Univali
Strategic IT management, competitive intelligence, DW architecture, ETL, modeling, mining, data visualization and governance.

Dec. 2019 | **BACHELOR'S DEGREE** - Library Science
Federal University of Santa Catarina - UFSC
Organization, management and information retrieval, information systems and technologies to optimize data access and storage.

CERTIFICATES

Jun. 2025 | **Python for Data Analysis and Data Science**
Data manipulation, process automation and programming logic, strengthening my foundation to work in the area.

Sep. 2024 | **Data Modeling Training**
Broad view and reinforcement of data modeling concepts and practice. Conceptual, logical and physical modeling.

Aug. 2022 | **Power BI for Data Science**
Creation of interactive dashboards and integration with various data sources. Starting point for all my knowledge in the tool.

Jul. 2021 | **Database and SQL**
SELECT, JOINS, GROUP BY, HAVING, subqueries, aggregate functions, creation and manipulation of tables (DDL and DML), indexes, views and stored procedures.

Jan. 2021 | **Data Protection**
Focus on LGPD and best practices for handling sensitive data, addressing security, compliance and privacy in information management.

SKILLS

- Advanced English;
- Data Mining and Data Cleansing;
- Data Modeling;
- Data Visualization;

- SQL (DQL, DML, DDL, procedures, Views);
- Power BI (DAX, Power Query, Dashboards);
- Python (Pandas, Matplotlib, Seaborn);
- Excel (Functions, Pivot Tables).

EXPERIENCE

Nov. 2022 - Present | **HOSTGATOR LATAM**

Product Support Consultant I

Specialized technical support for domains and Linux server infrastructure.

- Troubleshooting and providing quick support to resolve incidents via chat and ticket (Zendesk) for external clients;
- Monitoring and analyzing operational KPIs such as SLA, CSAT, TMA, ASA, NPS, and Churn;
- Providing guidance and support to new team members.

I have earned various performance recognitions, with monthly and annual awards for high performance, and have directly contributed to the continuous improvement of the company's efficiency and quality indicators.

Aug. 2022 - Dec. 2023 | **NOHS SOMOS**

Data Analyst

Extraction, analysis, and monitoring of usage indicators for the Bar de Respeito platform: total users, demographic and diversity data, return rate, among others.

- Data manipulation with PostgreSQL;
- Interactive dashboards with Power BI;
- Delivery of reports and alignment with all teams.

I started as a volunteer and was later hired. In the Bar de Respeito project (Ambev), I monitored demographic and platform usage indicators, generating insights that strengthened marketing and user relationships.

Jun. 2017 - Nov. 2021 | **UNIVALI**

Archive/Library Assistant

Structuring, processing, and analyzing data from approximately 500,000 academic, administrative, legal, and healthcare records.

- Verification, validation, and data cleansing;
- Database management, data cross-referencing, and process automation with Excel and SharePoint;
- Providing support to users in information retrieval.

My actions in this role enabled information control, standardization of records, and process optimization, ensuring data quality, integrity, and credibility, as well as operational efficiency for data access and retrieval.