LUCAS CHIAROLANZA

DATA ANALYSIS || DATA VISUALIZATION || DATA MANIPULATION || DATA WRANGLING || RISK AND CRISIS MANAGEMENT || BUSINESS CONTINUITY

PROFILE

Professional with over **12 years** of experience in the area Information Technology, with experience in risk mitigation, Team Leadership, Business Continuity, Data analysis, Crisis Management, management of third-party contracts, area budget and Fire Protection Planning.

Graduated in Computer Engineering and post-graduated in IT Infrastructure Architecture, with in-depth knowledge of data analysis processes, business implementation, public sector relations, and people management. Has worked for key players such as the **Brazilian Air Force, NTT Data and Gerdau.**

As soft skills, he highlights leadership, communication, discipline, focus on results, holistic view, time management, emotional intelligence and assertiveness in crisis situations, which complement the profile.

EDUCATION

Postgraduate Diploma in IT Infrastructure Architecture (Dom Alberto) – 2022

Degree in Computer Engineering Centro Universitário FIAP – 2017

COURSES

- IT Governance with COBIT - in course
- Linux Foundations
- Risk management
- First Aid and Firefighter Brigade
- Fire Protection in Buildings
- C# .Net with scrum
- **Advanced English**

CONTACTS

São Paulo - SP
+55 (11) 9 8808-6557
lucas_chiarolanza@hotmail.com
www.linkedin.com/in/lucaschiarolanza/

EXPERIENCE

AIR FORCE OFFICER (1ST LIEUTENANT)

Information Technology Directorate - Brazilian Air Force - Aug/2019 to Current

- Identified demands for the use of IT resources in activities related to military exercises and operations, proposing changes to IT Project Managers based on data analysis.
- Created performance indicators to monitor the technical performance of equipment, network assets, and IT products and services, ensuring operational efficiency.
- Coordinated the implementation of appropriate countermeasures to correct deficiencies observed in administrative information systems and IT infrastructure, ensuring compliance and security.
- Managed, supervised, and controlled IT Administrative and Infrastructure activities, projects, and services, ensuring deadlines were met and quality maintained.
- Coordinated activities to maintain the quality and availability of IT products, issuing reports recommending adjustments, modernization, or deactivation of IT products, and forwarding them for analysis and action planning.
- Managed IT events, problems, and incidents, ensuring prompt resolution and minimal disruption to critical services.

NTT DATA

Junior Development Analyst - Aug/2018 - Aug/2019

- Coded and tested systems to ensure functionality and meet user requirements, contributing to the development of reliable and scalable software solutions.
- Performed system maintenance by diagnosing and correcting issues, ensuring continuous operation and performance optimization.
- Consumed APIs for web development, enabling seamless data integration and enhancing system functionalities.
- Automated internal routines to increase efficiency and reduce manual workload, improving operational processes.
- Actively worked with C# .NET, Angular, and SQL to develop and maintain robust systems and applications, ensuring high-quality deliverables.

GERDAU

IT Applications Intern - Mar/2017 - May/2017

- Managed the department's SharePoint, ensuring the efficient organization and access to critical information and documents.
- Led the escalation and prioritization of critical incidents with a significant impact on the business, ensuring rapid resolution to minimize operational downtime.
- Assisted in reviewing configuration standards, development processes, and change management, ensuring alignment with company policies and industry best practices.
- Monitored key performance metrics, ensuring timely payments and maintaining good vendor relationships.

FIAP - CENTRO UNIVERSITÁRIO

Support Analyst- May/2012 - Dez/2016

- Ensure high availability and performance of systems, and when necessary, guide and train users to resolve issues.
- Develop and maintain up-to-date technical procedures to standardize processes and ensure consistency.
- Conduct training sessions for users to enhance their understanding and usage of systems and tools.
- Keep the knowledge base updated by researching new solutions, critically analyzing processes, and proposing improvements.
- Address service requests quickly and efficiently to ensure a seamless user experience and operational continuity.