




# Cledenir Souza

## Data Analyst

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 Lisbon, Portugal

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### Professional Summary

Impact-driven Data Analyst with extensive experience in consulting support, customer-facing roles, and data visualization. Skilled in Python, SQL, Power BI, and Excel, with a proven track record of analysing complex datasets, delivering actionable insights, and creating high-quality reports. Experienced in technical support and quality assurance, ensuring accuracy, compliance, and effective communication across diverse teams. Recognized for strong problem-solving abilities, meticulous attention to detail, and fostering collaborative relationships that drive operational efficiency and data-driven decision-making.

### Experience

#### Data Operations - Customer Support Analyst | Entain Group – Nov 2024 – May 2025 | Lisbon

- Provided customer support for technical, product, and account-related issues while also assisting internal teams with **data collection and operational dataset handling**.
- Supported a global gaming platform, handling technical, product, and account issues.
- Adapted communication for diverse gaming audiences, ensuring engagement and satisfaction while improving clarity across cross-functional teams.
- Provided technical troubleshooting and product support for app-based issues and payment systems.
- Maintained high CSAT through timely resolutions and empathetic communication.
- Collaborated with product and technical teams to validate operational data during issue escalations
- **Tools Used:** Zendesk, Excel, SharePoint, Outlook, Microsoft Teams, SQL, Python

#### Data Steward Assistant / Data Operations Support | Accenture – Feb 2019 – Oct 2023 | Lisbon

- Requested and collected datasets from various business units (pivot sources” such as Sales, HR, and Finance), ensuring complete and timely data delivery.
  - Performed **dataset mapping**, identifying:
    - data owners, dataset creators, responsible teams, storage locations.
  - Verified dataset structure, completeness, and integrity using **Excel** and **SQL** for investigation and consistency checks.
  - Used **SSIS** to support small ETL workflows, including dataset ingestion, basic cleaning, and controlled transformations.
  - Documented all dataset sources, ownership, access paths, rules, and validation procedures in **Confluence** for governance and transparency.
  - Collaborated with cross-functional teams to resolve data inconsistencies and improve documentation standards.
- Tools Used:** Excel, SQL, SharePoint, Power BI, SSIS (ETL), Confluence, Overflow.

#### Desktop Support Technician | Wisdom Hardware – Apr 2008 – Feb 2014 | Sao Paulo

- Provided end-user support for hardware, networks, and operating systems.
- Authored and maintained technical documentation in English and Portuguese.
- Collaborated with vendors to improve system performance and service delivery.
- Recognised for reducing downtime through efficient troubleshooting and knowledge sharing.
- **Tools Used:** Windows OS, Linux OS, Outlook, Excel (Microsoft Office), SharePoint, VPN Tools

### Projects

### Training / Courses

#### (Python • SQL • Power BI • LLMs • SSIS)

- **Travel Member Strategy**  
Developed the Strategic Analysis: Profitability and Loyalty" dashboard for the Travel Agency, supporting the management of the loyalty program and evaluation of distribution channels.
- **Tariff Impact Analysis**  
Built **ETL pipelines** to analyse product pricing impacts and visualise sales trends, improving decision-making through dashboards.
- **Lisbon Public Transport Data**  
Created **interactive dashboards** to monitor usage patterns, detect inefficiencies, and recommend optimisations.
- **Global Migration Insights**  
Developed **visual analytics** to track international migration trends, combining storytelling and data to communicate effectively.

- **Data Analytics** – Iron Hack, Lisbon
- **Data Visualization & Storytelling** – LinkedIn Learning, 2024
- **SQL for Data Science** – LinkedIn Learning, 2024
- **Financial Modelling Foundations** – LinkedIn Learning, 2023
- **GCP for DevOps** – Skillsoft, 2023
- **Computer Science (BSc)**  
University Unicamp Campinas SP 1998–2003  
  
Studied core computer science fundamentals, including operating systems, networks, and early Java programming. Developed strong analytical and problem-solving skills through coursework and practical projects.





### Skills

### Social

- **Linguistic Expertise:** Native Portuguese (BR/PT), Fluent English (C2), Bilingual Documentation
- **Analytical Tools:** SQL, SSIS, Excel, Data Analysis, Dashboards, Reporting
- **Cross-Cultural Communication:** Experience with international teams (US/UK/Europe)
- **Process & Compliance:** Quality Assurance, Risk Monitoring, Content Integrity
- **Collaboration & Documentation:** Confluence, Overflow, SharePoint, Cross-team

<https://github.com/cleidenirlopes>  
<https://www.linkedin.com/in/decledenir-seo>  
<https://cledenir-portfolio.netlify.app>

### Hobbies & Interests

-  Gaming & Game Culture
-  Creative Writing
-  Photography
-  Digital Creation