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SOCIAL
Github
in LinkedIn
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EDUCATION

Computer Science 1998 - 2003
University Unicamp

- Focused on algorithms and logic.
- Operating systems, and networks.
- Early Java programming languages.

Data Analytics 2024 - 2025
IronHack • Lisbon

- Python, SQL, and data visualization.
- Power BI and storytelling techniques.
- Worked on real-world projects.

TECH SKILLS

Data Analysis:

- Python (Pandas, NumPy), Power Query.

A/B Testing:

- Hypothesis-Driven Experiments.

Dashaboard Visualization:

- Power BI, Tableau, Matplotlib.

Databases & SQL:

- MySQL, SQL Server,

Tools & Libraries:

- Jupyter Notebook, VS Code, Git/GitHub

HOBBIES

- Photography
- Reading
- Cycling
- Running
- Digital Creation
- Dance

LANGUAGE

- English (Fluent)
- Portuguese (Native)
- Spanish (Intermediate)

Cledenir Souza

Data Analyst

About Me

Impact-Focused **Data Analyst** with a strong background in **Technical Support**, recently graduated from an intensive **Data Analytics Bootcamp at IronHack**. Skilled in Dashboard **Mangement**, **Python**, **SQL**, **ETL** (**Extract**, **Transform**, **Load**), **Agile / Scrum Collaboration** and **data visualization tools** such as **Power BI** and **Tableau**. Known for sharp **problem-solving abilities**, attention to detail, and a talent for interpreting complex datasets to uncover trends and actionable insights. Passionate about turning data into clear, data-driven decisions that support continuous improvement. Bringing over 5 years of experience in cus-tomer-facing roles, combining to impactful data projects while continuously evolving as a **data professional**.

Projects

- The Guardians**

Personal Project • April - 2025

Connected abandoned dogs with shelters using real data and APIs.

Built using:

 - Python • SQL • Streamlit
 - Petfinder API • Google Maps API
 - More details available in portfolio.
- The Escape Room**

Personal Project • Dez - 2024

A fast-paced, immersive game focused on logic and creativity.

Built using:

 - Critical thinking under pressure
 - Teamwork and puzzle-solving
 - Python
 - More details available in portfolio.
- Data Visualization**

Data Visualization Project • May - 2025

Explored global migration trends by origin and destination.

Built using:

 - Analyzed data with Python.
 - Built Power BI dashboards for migration insights.
 - More details available in portfolio.

Job Experience

- CUSTOMER SUPPORT ANALYST** 2024 - 2025

Entain Group | Lisbon

Delivered frontline support for a global gaming platform, bal-ancing user satisfaction with operational efficiency.

 - Resolved complex inquiries to maintain a high customer satisfaction rate.
 - Detected support trends through issue pattern analysis.
 - Improved user experience using data-driven feedback loops.
 - Streamlined operations by collaborating with cross-border teams.
- CONTENT MODERATION SPECIALIST** 2023 - 2024

Accenture | Lisbon

Oversaw moderation workflows for a leading digital platform, ensuring compliance and safety through policy enforcement and real-time issue management.

 - Makes fair, fast, and consistent judgment calls on sensitive or policy-violating content.
 - Quickly identifies and escalates unusual patterns, harmful behavior, or gray-area content for deeper review.
 - Identified trends via systematic data collection for proactive issue mitigation.
 - Pays close attention to user reports and community feedback to ensure a safe and respectful online environment.
- CUSTOMER SUPPORT ANALYST** 2014 - 2017

Wisdom Hardware |

Technical support operations for a major hardware retailer, managing system diagnostics and performance optimization.

 - Reduced average resolution time through detailed technical documentation.
 - Implemented hardware/software tracking to support data-driven maintenance decisions.
 - Collaborated with vendors to improve hardware lifecycle management.

Courses & Certifications

- Data Visualization**

Linkedin Learning

2024 - 2025
- SQL for Data Science**

Linkedin Learning

2024
- Financial Modeling Foundations**

Linkedin Learning

2023
- GCP for DevOps: Google Cloud Platform Basics**

SkillsSoft

2023