



Cledenir Souza

Data Analyst

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SOCIAL

- 🔗 Github
- 🔗 Twitter - X
- 🔗 LinkedIn

PORTFOLIO

- 🔗 My Portfolio

EDUCATION

- 📍 Computer Science | 1998 - 2003
University Unicamp
- 📍 Data Analytics | 2024 - 2025
IronHack

PERSONALITY

- Communicative
- Decision-Making
- Problem Solve
- Active / Listening

SKILLS

- Data Analysis
- Data Visualization
- SQL & Databases
- Python
- Excel

HOBBIES

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

LANGUAGE

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

About Me

Transitioning Technical Support Professional with a growing passion for data analytics and visualization. Currently immersed in an intensive Data Analytics bootcamp at IronHack, where I'm building expertise in SQL, Python, and data visualization tools. Leveraging 5+ years of customer-facing experience to bring a unique perspective to data analysis, combining technical aptitude with strong communication skills. Eager to apply my problem-solving abilities and fresh analytical skills to contribute to data-driven projects while continuing to grow in the field of data analytics.

Job Experience

- 📍 CUSTOMER SUPPORT ANALYST | 2024 - Current
Entain Group | Lisbon

Demonstrated expertise in providing exceptional customer support within a fast-paced global gaming environment. Successfully managed complex technical inquiries while maintaining a 95% customer satisfaction rate. Leveraged analytical skills to identify patterns in customer issues, contributing to process improvements and enhanced user experience. Collaborated with international teams to streamline support workflows and implement data-driven solutions for recurring challenges.
- 📍 CONTENT MODERATION SPECIALIST | 2023 - 2024
Accenture | Lisbon

Managed content moderation operations using data-driven approaches to maintain platform integrity. Utilized advanced CRM tools to track and analyze user interactions, creating detailed reports that led to a 30% improvement in response efficiency. Implemented systematic data collection methods to identify trending issues and patterns, contributing to preventive measures. Collaborated with analytics teams to develop KPI dashboards for monitoring moderation effectiveness and team performance metrics.
- 📍 DESKTOP SUPPORT TECHNICIAN | 2014 - 2017
Wisdom Hardware | São Paulo

Technical support operations for a major hardware retailer, managing system diagnostics and performance optimization. Developed and maintained detailed technical documentation, reducing average resolution time by 25%. Implemented systematic tracking of hardware failures and software issues, enabling data-driven inventory and maintenance decisions. Coordinated with vendors to analyze performance metrics and optimize hardware lifecycle management.
- 📍 IT SUPPORT SPECIALIST | 2005 - 2011
Souza Cruz | São Paulo

Provided comprehensive IT support for regional office operations, focusing on hardware troubleshooting and network maintenance. Developed and maintained internal documentation systems to track recurring technical issues and solutions. Created monthly reports to analyze support tickets and system performance, helping identify areas for improvement. Collaborated with the local IT team to implement preventive maintenance procedures and optimize system efficiency.

Courses & Certifications

- 📍 Data Visualization: A Lesson and Listen Series | 2024 - 2025
LinkedIn Learning

SQL for Data Science | Coursera | 2024
- 📍 Financial Modeling Foundations | 2023
LinkedIn Learning

Google Data Analytics Professional Certificate | Coursera | 2023