Julia Maria da Silva

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ACADEMIC BACKGROUND

SOCIAL SCIENCES

School of Philosophy, Languages and Human Sciences (EFLCH) – FEDERAL UNIVERSITY OF SÃO PAULO (UNIFESP)
https://portal.unifesp.br/

PROFESSIONAL EXPERIENCE

Advisor | Citizen Service and Public Service Modernization Coordination (CASP) – SMIT
Period: May 2025 – September 2025
City/State: São Paulo/SP
Planning: Monitored and evaluated sectoral service planning; implemented the Service Maturity Scale; reviewed update flows for Citizen Service Charters; conducted service maturity assessments in municipal public departments; developed maturity feedback/diagnosis based on defined criteria; participated in action plan creation. **Programming:** Managed the Municipal Citizen Service Policy website using programming tools (WordPress/HTML/CSS).
Data Analysis and Processing: Developed dashboards for training data from EMASP and panels on the service maturity scale using Power BI.

Intern| Citizen Service and Public Service Modernization Coordination (CASP) – SMIT
Period: May 2025 – September 2025
City/State: São Paulo/SP
Programming: Created and managed the Municipal Citizen Service Policy website using programming tools (WordPress/HTML/CSS): https://politicadeatendimento.prefeitura.sp.gov.br
Data Analysis and Processing: Developed dashboards for training data from EMASP and panels on the service maturity scale using Power BI.

Trainee (Industrial Apprentice) | Zeppelin Systems Latin America Equipamentos Industriais Ltda
Period: August 2017 – November 2018
City/State: São Bernardo do Campo/SP

Administration: Handled email correspondence between clients, suppliers, and the Engineering team according to project criteria; managed sending of registered documentation; filed and organized internal email exchanges; issued and controlled shipping guides sent to clients, along with all drawings and documents relevant to each project.

COURSES AND CERTIFICATIONS

WordPress Training: Create Websites from Scratch	Year: 2024
Institution/Location: Alura – São Paulo – SP	
From Scratch: HTML and CSS for Web Projects	Year: 2024

Institution/Location: Alura – São Paulo – SP

DAX in Power BI Training   Year: 2024

Institution/Location: Alura – São Paulo – SP

From Scratch: Beginner in Programming   Year: 2024

Institution/Location: Alura – São Paulo – SP

Power BI Training   Year: 2024

Institution/Location: Alura – São Paulo – SP

CSS Training: Deepen Your Styling Skills   Year: 2024

Institution/Location: Alura – São Paulo – SP

English Language Course   Year: 2019

Institution/Location: Wizard – São Bernardo do Campo – SP

QUALIFICATIONS SUMMARY

- Strong communication and clear writing skills;
- Motivation and proactivity;
- Teamwork and problem-solving abilities;
- Fast learner and adaptable to new information.