

# Daniel Takiy Franco



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**Day of Birth:** 25.3.1988  
**Nationality:** Portuguese/Brazilian

## Languages

Portuguese Mother Tongue  
English C1  
German B2  
Spanish B2  
French A2

## Programming

C, Java, Javascript. SQL, HTML  
CSS and Golang

## Technical Skills

Information security and Financial and  
Agricultural Royalties audit

WFM Tools - Invision, Times Square  
Excel and Sharepoint

Jira Level 1 and Level 2 Support

## Education & Training

Pontifical University Catholic of  
Campinas - Computer Engineering

CAPM course 40 hours - PMI

Walt Disney International College  
Program

ITIL V3 Prep Exam Course

## Work Experience

11/2018 –  
Today

### Majorel S.A, Berlin Workforce Management Analyst

- Create shift plans for the employees based on market skills and forecast next shift plans.
- Analyses and approve employees requests as vacations, shift changes
- Responsible for the internal user administration (User Creation/Deactivation, Access Permissions, bug fix) as Level 1 and Level 2 Support.

11/2017 –  
11/2018

### Quality Customer Service Agent

- Analyze Portuguese content processed by the team as a Quality Analyst to verify that standard policies and procedures are being applied correctly by the agents.
- Point of contact between the Portuguese Market to discuss procedures, new rules and pass an overall feedback about the market to the client.

10/2015 –  
10/2018

### Customer Service Agent

- Support Portuguese content based on internal policies and procedures.

10/2013 –  
02/2015

### EY, Campinas - Brazil IT Consultant

- Support Assurance team auditing and review IT general controls.
- Project of data governance using the decision tree methodology to organize the supply items of a Multinational corporation.
- Lead a team in an internal audit project focused on royalty interest software.

09/2013 –  
01/2012

### Motorola Mobility, Jaguariuna - Brazil Software Developer Intern

- Development application and bug fixing for Android for carriers of Latin America and Canada.
- Analysis and fix modem configuration and Battery performance analysis and test of new software versions (Data Migration Test, CTS, BOTA)

02/2011 –  
12/2012

### CI&T, Campinas, Brazil IT Analyst Intern

- Responsible for Service Desk general support (Hardware, Software), AD Administration, IT Inventory.