

DUARTE MOREIRA

IT Business Analyst

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EXPERIENCE

IT Business Analyst 09/2023 - Present
Greenvolt Lisbon, Portugal

- Managed three Power BI reports, transitioning data from Excel to CRM, ensuring accurate data mapping and field identification
- Conducted weekly monitoring and reporting of error tickets for both back office and customer area, ensuring SLA compliance
- Validated and compared data between the back office and Solarlog API, facilitating access for customers based on data accuracy.
- Analyzed data from Google Analytics for web and mobile applications to understand client behavior and usage patterns
- Led initiatives in data integration, billing, customer onboarding, and corrective maintenance

Functional Analyst / QA Tester 05/2022 - 08/2023
Deloitte - TD Bank Toronto, Canada

- Gathered requirements, created, and executed test cases for a Canadian banking insurance company
- Managed tests and documentation in Jira/Confluence, ensuring comprehensive and clear testing processes
- Conducted daily meetings to discuss tests, requirements, and resolve any issues

Duck Creek/XML/SQL Developer 05/2021 - 05/2022
Deloitte - AGEAS Insurance Lisbon, Portugal

- Resolved website errors using Duck Creek (C#) and rectified customer data in XML for AGEAS, an insurance company.
- Deployed corrected code to production on a weekly basis, ensuring a consistently high level of operational functionality.

EDUCATION

Master's in Information Systems Management 09/2023 - 09/2025
Setúbal Polytechnic Institute Portugal

Bachelor's in Information Systems Management 09/2017 - 09/2021
Setúbal Polytechnic Institute Portugal



SUMMARY

Experienced IT professional with a strong background in business analysis, project management, and IT operations. Proficient in gathering requirements, performing functional analysis, testing, and reporting. Demonstrated ability to manage complex projects, ensuring data integrity and process efficiency.

LANGUAGES

English	Proficient	●●●●●
Portuguese	Native	●●●●●
French	Advanced	●●●●●

SKILLS

Confluence · CRM ·
Data Integration · Duck Creek ·
Excel · Google Analytics · Jira ·
Postman · Power BI · SQL · XML

ACHIEVEMENTS

- ✓ I can take pride in my ability to adapt and excel in diverse roles, leveraging my skills to solve complex problems and deliver value to organizations.

PASSIONS

- ♥ My passion for geography, basketball, football, and data analytics in sports, coupled with a keen interest in geopolitics, drives my career aspirations towards a dynamic intersection of technology, sports, and global affairs.