

# Eliane Fortes

## Digital Solutions Specialist

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### PROFILE

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With a strong foundation in business analysis, I gained valuable experience in project management and stakeholder collaboration before transitioning into the tech field. My studies in Data Analysis, Full Stack Web Development, and Front End have equipped me with a versatile skill set, combining analytical thinking, technical expertise, and problem-solving abilities.

My experience includes creating user-friendly digital solutions, analysing complex datasets to support decision making, and improving business processes. Passionate about solving real world challenges, I am driven by curiosity and a commitment to continuous learning, eager to contribute to innovative projects that blend technology, data, and business strategies.

### SKILLS

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- **Tech Skills:** JavaScript, React.js, Node.js, HTML/CSS, Ruby on Rails, SQL, Tableau.
- **Data Analysis:** Tableau, PostgreSQL, Excel, Data Visualization, Data Cleaning.
- **Business Skills:** Project Management, Business Analysis, Stakeholder Communication, Problem Solving.

### PROJECTS

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#### Web Development Bootcamp

*Le Wagon | Oct 2023 – Dec 2023*

- Completed a 9-week full-time intensive coding bootcamp.
- Developed Airbnb-inspired boat rental platform.
- Proposed and developed the web app Gift Genius, completing the project within 2 weeks as part of a 3-person team.
- Applied practical knowledge of Bootstrap, GitHub, Heroku, HTML/CSS, JavaScript and Ruby on Rails.

#### The Ultimate IT Beginners

*TechWorld with Nana | Sep 2023 – Sep 2023*

- A mini-bootcamp for learning the complete Software Development Life Cycle.
- Developed a simple web application integrating frontend, backend, and database using a comprehensive tech stack including HTML, CSS, JavaScript, Vue.js, Node.js, Express.js, and MongoDB.

#### Data Analytics Part-Time Course

*General Assembly | Apr 2022 – Jul 2022*

- Delivered a project analysing Chicago City Council phone requests and provide a detailed examination of complaints by the councilperson elected to represent the area.
- Applied practical knowledge of Tableau, PostgreSQL, and Excel.

### EDUCATION

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#### General Assembly

Front-End Web Development

Aug 2024 – Oct 2024

**Le Wagon**  
Software Engineering

Oct 2023 – Dec 2023

**General Assembly**  
Data Analytics

Apr 2022 – Jul 2022

**Australian Pacific College**  
Diploma of Project Management

Mar 2019 – Dec 2019

**University of Caxias do Sul**  
Bachelor of Business Administration

Mar 2011 – Jul 2017

## EXPERIENCE

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### Support Worker

*Discover Nursing Australia*

*Jan 2018 – Sep 2024*

- Administered medication, provided personal care, and collaborated with healthcare professionals to support clients' well-being and skill development.
- Demonstrated the ability to adapt to various client needs and circumstances, leading to consistently high levels of client satisfaction and positive feedback.
- Successfully retained clients and improved client satisfaction through personalized care and proactive issue resolution, reversing a trend of client loss prior to joining.

### Business Analyst

*Valeo Thermal Bus Systems*

*Jun 2016 – Sep 2017*

- Analysed and negotiated orders and delivery schedules, ensuring timely and accurate fulfillment of customer requirements.
- Achieved a 20% increase in sales for potential key client Caio Induscar through an on-site visit to understand issues, followed by collaboration with cross-functional teams and the implementation of a targeted plan, successfully reversing a decline in business.
- Participated in the qualification of processes, identifying and applying innovations and differentiated solutions, and validating the applicability of new technologies, knowledge, and practices.

### Business Analyst

*Keko Automotive*

*Feb 2012 – May 2016*

- Conducted regular statistical report generation to support business decision-making.
- Gained 4 years of experience in strategic partnerships and business development within the automotive accessories sector, contributing to company growth and market expansion.
- Successfully supported the implementation of an ERP software system, improving operational efficiency and data management across the company.
- Developed and executed a plan to address issues at the distribution center, including reducing obsolete inventory and preventing future inventory stagnation, through close collaboration with the marketing and production planning and control (PCP) teams.

## PERSONAL SKILLS

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- Motivated and hands-on person
- Creative
- Problem solver
- Growth mindset