

EXPERIENCIES

FERNANDA FITTIPALDI

SOFTWARE ENGINEERING

PROFILE

Adaptability, good humor, dynamism, responsibilities, perfectionism, self-demand, pro-activity and full dedication to work and good relationship in general.

CONTACT

MOBILE WHATSAPP:
+55(48)991589225

SITES:

<https://sites.google.com/view/botbrisoado/home>

<https://github.com/feffitti>

<https://www.linkedin.com/in/feffitti>

EMAIL:

feffitti@gmail.com

PROJECTS:

<https://scratch.mit.edu/projects/764589891>

Eye Technologies

Quality Assurance

Manual testing, cybersecurity, analytical skills, test automation, test planning, regression testing, software testing, quality assurance engineering, QA, GitHub, homologation, JIRA, test scenarios, scenario analysis, future scenario development, scenario planning, user scenarios, log analysis, responsiveness, creativity creative method of troubleshooting, release notes, behavior-oriented development, test-driven development, ADB, TS, Android studio, branches, releases, mobile, POS, logcat analytics, information technology, Gherkin, TDD, BDD, quick guides, CSI profile, scrum and ITIL documentation, Miro, Figma and Bizagi.

Deployment Analyst

Implementing solutions, configurations and parameterizations in the WEB / POS system, automation of service processes, user training in the customer environment. Attendance reports, formulation and preparation of facilitating materials, meetings to solve customer doubts, proactivity, good communication, adaptability, organization. totrends and settings on the Movidesk platform, shortcut creations and macros.

Support Analyst

Responsible for the support of the Eyemobile POS system, cash front, electronic commands, cashless, honest market, totems, QRcodes, EAN-8/13A bar Cod, NFC-e Issue, Goal Programs, cashback and loyalty, Order Monitor (KDS) used in Smarts POS, Android and WEB Platforms.

Simple queries in MySQL database, analysis and call solutions, customer service via CHAT, Whatsapp and email. Attendances and configurations on Zendesk and Movidesk platforms, bot creations, shortcuts and macros.

Netunna Software

Deployment Analyst and BPO Support

Responsible for support, monitoring of environments, documentation of teiacard, QA, development of manuals (wiki and faq), opening and distribution of tickets, verification, import, processing and reprocessing of files, EDI, weekly and monthly reports to BPO clients, connection to the server via Termius terminal, data processing, access to SQL database for queries and report extraction, FTP access for sending and receiving files, reconciliations and maintenance of BPO environments and customer service.

Trainee II Support Assistant

Responsible for the documentation of the software WBC ETRM 18, QA, tester, creation of test scenarios, execution of tests, unit tests, security tests, environment tests, integration tests, performance tests, manual developments, quick guides, negative profile tests, use of system testing tools, survey of sprints and market packages, test plannings, fixes specifications of improvements to the system and testing of system bug fixes, SQL database fixes, analysis of impacts on the system, opening of support calls via CRM.

SKILLS

Scrum Master – Lean – Agile – Kanban
DDD – BDD – TDD
QA – Tester – Gherkin – Cypress – Selenium – Cucumber
RPA – UiPath – GMUD – ITIL
GIT – GITHUB e GITLAB
Criative Think – Google ADS
Atlassian Tools – JIRA – Bitbucket – Confluence
JSON – Insomnia – MySQL
Sharepoint – CRM – Sales Force – ERPs
Javascript – NodeJs – VsCode
HTML – CSS – Python – PHP – Ruby
AWS – Logs – Clouds – Azure
Android Studio – Mobile – Logcat – Crashlitcs
Figma – Miro – Bizagi – UML
WS 2012 – Hyper -V – Cyber security
APIs – REST – ERPs
CMD/DOS – Linux/TS
AI conversacional, Dialogflow, Machine Learning
UX resarch – SEO – SEM – PO – UI Patterns – UX Writer
DevSecOps – Docker – Container – Kubernetes
Times de Alta Performance – PMO
Quality Management – Product Management
Corporate Governance – Governance and Scaled Agility
Modeling and Improvement of Business Processes
Strategic Thinking – Digital Transformation
Negotiation – Waterfall and Hybrid Management Practices
Soft Skills and Agility – Agile Retrospectives – Service delivery review

GRADUATIONS

FACULTIES:

- SYSTEMS ANALYSIS – PUCRS 2004
- SOFTWARE ENGINEERING – ANHANGUERA – ONGOING

SCRUM AND AGILE:

- SCRUM FOUNDATION PROFESSIONAL CERTIFICATE SFPC V2020
- LEAN SIX SIGMA WHITE BELT CERTIFICATE
- OKR OBJECTIVES AND KEY RESULTS
- DIGITAL & AGILE THINKING
- AGILITY: DRIVING AGILE TRANSFORMATION
- ORGANIZATIONAL TRANSFORMATION: LEAN-AGILE BEYOND IT
- SCRUM ESCALADO: LESS FRAMEWORK
- SCRUM PART 1: MANAGE YOUR PROJECT IN AN AGILE WAY
- SCRUM PART 2: THE AGILE MANIFESTO, LEADERSHIP AND ORGANIZATION IN SCRUM
- SCRUM PART 3: PROJECTS WITH AGILE
- SCRUM PART 4: PLANNING PROJECTS WITH AGILE
- SCRUM PART 5: RUNNING PROJECTS WITH AGILE
- SCRUM PART 6: REVIEW, RETROSPECTIVE AND CLOSURE OF PROJECTS WITH AGILE

MANAGEMENT AND INOVATION:

- BUSINESS PROCESS MODELING AND IMPROVEMENTS
- AGILE MANAGER
- HIGH PERFORMANCE TEAMS
- PMO
- INNOVATION: DISCOVER HOW AND WHERE TO INNOVATE
- OPEN INNOVATION: TACTICS AND TOOLS FOR IMPLEMENTATION
- SOCIAL INNOVATION AND ENTREPRENEURSHIP: DRIVE CHANGE AND MAKE AN IMPACT

QUALITY:

- QUALITY MANAGEMENT
- AGILITY AND TDD: A DAY IN SOFTWARE DEVELOPMENT
- QUALITY ASSURANCE: TEST PLAN AND BUG MANAGEMENT
- QA CAREER: PROCESSES AND TEST AUTOMATION
- IT INFRASTRUCTURE LIBRARY MANAGEMENT
- INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY CERTIFICATION - FUNDAMENTALS V3

DEVELOPMENT AND OPERATIONS:

- PYTHON
- GCP
- CIBERSECURITY BOOTCAMP - DIO
- GETTING STARTED IN DEVOPS
- PROGRAMMING LOGIC: LOOPS AND LISTS WITH JAVASCRIPT
- ANDROID STUDIO
- PROGRAMMING LOGIC: START IN LOGIC WITH THE GAME PONG AND JAVASCRIPT

- JAVASCRIPT AND HTML: DEVELOP A GAME AND PRACTICE PROGRAMMING LOGIC
- GIT AND GITHUB: REPOSITORY, COMMIT, AND VERSIONS

DATABASE:

- SQL QUERIES: ADVANCING IN SQL WITH MYSQL
- MYSQL AND JSON: PERSISTING JSON EFFICIENTLY
- SQL PROCEDURES: EXECUTING CODE IN MYSQL
- SQL WITH MYSQL: MANIPULATE AND QUERY DATA
- SQL COM MYSQL SERVER DA ORACLE
- MYSQL ADMINISTRATION: SECURITY AND OPTIMIZATION OF THE DATABASE
- DML COMMANDS: DATA MANIPULATION WITH MYSQL

OTHERS:

- INGLES B2- FLUENCYPASS – STUDYNG CONVERSATION
- LONG LIFE LEARNING – LLL
- HELLO BOT
- CONVERSATIONAL AI
- DIALOGFLOW
- MACHINE LEARNING
- THIS
- WITHOUT
- SHAREPOINT 1: CREATING A COLLABORATION SITE FOR THE TEAM
- SHAREPOINT 2: ASSEMBLING A NETWORK FRAMEWORK BY USING SHAREPOINT AND ONEDRIVE
- SHAREPOINT 3: CREATING CUSTOM LISTS