

Iuri Melo

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Halifax - NS, B3M 4S2

SKILLS

Team Work;
Communication;
Python / C# / JavaScript

Detail Oriented;
Data Analysis;
IT Support Experience;

Time Management;
Broad IT Experience;
Requirements Analysis;

PROFESSIONAL EXPERIENCE

DataAnnotation

Freelance Programmer

Jun 2024 - Present

- Contributed to data curation and annotation using Python, JavaScript, and C# to support AI development.
- Focused on refining data quality to enhance the accuracy and performance of machine learning models.

Blue Ocean Contact Centers

Business Analyst

Mar 2021 - Jul 2023

- Act as the subject matter expert on different processes and procedures;
- Analyze data and said processes and procedures in search of projects for constant improvement;
- Build improvement projects based on analyzed data and user experience;
- Present projects and results to the client for evaluation and approval;
- Work as a team on different projects and business necessities presented by the client;
- Run and Coordinate UAT testing;

HyperCare Operations Team Tier 2

Nov 2018 - Mar 2021

- Handle hyper-care customers in accordance to their specific policies and procedures;
 - Monitor orders until they are fulfilled;
 - De-escalate delicate situations;
 - Seek alternatives and solutions to unusual situations related to hyper-care customers; and
 - Delegate and provide support to phone agents in cases related to hyper-care customers.
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EDUCATION

Presidente Antonio Carlos University

2007 - 2010

Systems Analysis and Development Technology

- College Diploma (Canadian Equivalency performed by WES)

Skills For Hire

Jul 2023 - Nov 2023

Data Analytics

Centennial College

Set 2023

Software Engineering Technician
