

Contato

jscgrunewald@gmail.com

www.linkedin.com/in/jessicagrunewald (LinkedIn)

Principais competências

Tecnologia da informação

Microsoft Office

Atendimento ao Cliente

Certifications

SQL

Power BI

Big Data, Data Science

Jéssica Grunewald

Student Full-Stack Web Development at Trybe
Irlanda

Experiência

ThoughtWorks

Intern

junho de 2021 - fevereiro de 2022 (9 meses)

Assistance in the construction of dashboards of indicators using financial data;

Automation of existing reports;

Use of Power BI and Google Data Studio tools;

Support in the analysis of KPIs in the area.

CPFL Energia

Infrastructure Services Analyst

setembro de 2019 - maio de 2021 (1 ano 9 meses)

São Leopoldo

Management of calls via CRM for maintenance of the building structure;

Management of building maintenance and cleaning teams;

Customer service via phone, email and chat;

Dedication to continuous improvement in the area's processes.

Universidade do Vale do Rio dos Sinos

Administrative Assistant

setembro de 2012 - janeiro de 2019 (6 anos 5 meses)

São Leopoldo

Daily basic computer support to the customer (students, professors and University visitors);

Execution of internal administrative tasks in the sector using MS Office;

Operation of CRM systems for opening a ticket;

Management of maintenance and improvement in the building structure and IT equipment;

Reporting: Providing regular reports to coordinators.

Grupo SLC

Technical Support

janeiro de 2012 - setembro de 2012 (9 meses)

Porto Alegre e Região, Brasil

L1 IT support to company users via phone and email;

Investigation and resolution of problems reported to support;
Signaling for action and resolution within agreed response deadlines and quality standards;
Answering user queries with high empathy, quality and speed;
Resolve queries according to pre-defined policies and procedures.

Formação acadêmica

Trybe

Desenvolvimento de software full stack

Estácio

Sistemas de Informação · (2021 - 2024)

Universidade do Vale do Rio dos Sinos

Administração de Empresas · (2013 - 2017)

IFRS

Técnico, Redes de Computadores · (2010 - 2012)