Gabriel Lombardi

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Summary

Support Engineer with a background in Data Analytics and a degree in engineering. Bringing experience in project development, process optimization, and automation using programming languages, focusing on delivering efficient and scalable solutions. Currently, I apply my technical expertise to support IT operations, drive process improvements, and solve complex challenges, bridging engineering and technology to enhance business outcomes.

Experience

Support Engineer – December 2024 to the present
Atlassian, Florianópolis (WFH).
- IT Service Management.
- Customer Support Services.
- Improving knowledge bases.

Commercial Analyst – March 2024 to December 2024
Ultragaz, Florianópolis.
- Business Intelligence.
- Dashboard maintenance.
- Creating and updating indicators.
- Exploring new market and potential clients.

Data Analyst – May 2023 to February 2024
Figueirense FC, Florianópolis.
- Performance analysis.
- Data extraction and database maintenance.
- Participating in report elaboration and presentation.
- Overseeing athlete development.

Planning and control consultant – February 2020 to January 2023
MRV engineering, Porto Alegre and Florianópolis.
- Costs management and service planning to improve strategy and process mapping.
- Developing projects to ensure the process flow.
- Ensuring conformity in building plans.
- Cooperating in effective, safe and sustainable construction sites.

Safety engineering intern – February 2020 to March 2020
NR Medical and Engineering, Curitiba

Civil engineering intern – March 2017 to December 2017
Alves, Fardin Engineering, Porto Alegre

Engineering intern – January 2017 to March 2017
Hotel Consulte, Porto Alegre

Education

Data Science and big data analytics: **IT Post graduation** – 2024
Universidade Estácio de Sá (UNESA).

Bachelor of Engineering: **Civil Engineering** - 2019
Federal University of Rio Grande do Sul (UFRGS), RS

Post-graduation: **Safety engineering** – incomplete
Federal University of Technology - PR

Additional activities

- Software experience: **Excel, Visual Basic, Power BI, Word, PowerPoint, Project, Jira, JSM, Revit, AutoCAD 2D & 3D, Sony Vegas, SAP ECC;**
- Developer Certifications: **Python, Django, Power BI** – Udemy – 2023.   **Javascript** – Trybe – 2023. **Angular Framework** – DIO – 2023.   **SQL** – DIO – 2023.   **AWS** – DIO – 2023. **Software development good practices** – MOOC Unicamp – 2023;
- Product management: **Cubos Academy - 2023**
- Certifications: **Six-sigma Yellow belt certification** – 2015, **Open dojo program, development of human competencies, strategic and entrepreneurship skills** - Universidade da Experiência Uexp – Curitiba - 2016;
- Volunteering activities: **Construction working in emergency houses** - Teto Paraná – 2016**;**
- Internacional experience: **CISV camps from 2010 through 2013** and **AFS exchange program in Italy** - 2012**;**
- Scientific initiation: **Institute of hydraulic research** - UFRGS – 2015**. Technological Innovation Fair** – FINOVA UFRGS 2015**.**
- Published Articles: **ANALYSIS OF THE DISCHARGE COEFFICIENT BEHAVIOR IN SMALL CONDUIT SYSTEMS - AN EXPERIMENTAL STUDY** - XXI Brazilian symposium of water resources. **Energy and water efficiency in sanitation** – Academic journal: Revista da Extensão UFRGS PROREXT.

Skill Highlights

- Project management
- Problem solving
- Organization
- Planning and control
- Process mapping
- Cooperation

Languages

- Portuguese - fluent
- English - fluent
- Italian - advanced
- Japanese - beginner