

# Luíza Helena Pereira Lúcio

---

Phone: +55 (35) 99275-6053

Email: [luciohluiza@gmail.com](mailto:luciohluiza@gmail.com) / [luiza.lucio1@estudante.ufla.br](mailto:luiza.lucio1@estudante.ufla.br)

LinkedIn: <https://linkedin.com/in/luizahplucio/>

## Professional Summary

I have experience in Administration, focusing on simplifying processes and organizing tasks. I have worked in customer service and administrative support, always seeking to optimize task management and contribute to company growth. I possess skills in productivity and management tools and am adaptable to remote work. Currently, I am pursuing a Bachelor's degree in Statistics at the Federal University of Lavras, with knowledge in R and Python programming, and I aim to expand my career into data analysis.

## Professional Experience

### Customer Success Intern

Escritório Ludmila Gonçalves (Digital Law) - Remote

July 2024 - July 2025

- Customer service and management of digital demands to ensure satisfaction and success.

### Young Apprentice

Itaú Unibanco S.A.

May 2022 - August 2023

- Provided support to ATMs and general assistance.

### General Receptionist

Micro Lavras Ltda.

March 2021 - February 2022

- Assisted clients, suppliers, and visitors.
- Managed cash register and sales control.

## Education

### Bachelor's Degree in Statistics

Federal University of Lavras (UFLA) -  
Started 2025 (in progress)

### Technologist Degree in Financial Management

Grupo UNIS - 2023-2025 (in progress)

### Technical Degree in Administration

Senac - 2022-2023

## Technical Skills

- Programming in R and Python
- Tools: Microsoft Office Suite, Power BI, Google G Suite, Canva
- Languages: Intermediate English, Intermediate French

## Extracurricular Activities

- Active member of PyLadies Lavras
- FAPEMIG Scholarship recipient