Maryhelen Bastos

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Profile

A highly motivated Data Analyst holding a bachelor's degree in Business Administration and a postgraduate degree in Business Intelligence with Big Data, and currently completing a Master's in Cloud Computing at National College of Ireland, with previous experience understanding business needs and providing insightful data analysis in agile, fast-paced, and consumer-focused environments using data analysis tools and statistical methods. Strong knowledge of SQL, Power BI, and QlikView, extracting and validating databases to support service users. Excellent critical thinking and business acumen, demonstrating outstanding consultative, reporting, dashboarding, and presentation abilities. Ability to analyze information, draw conclusions, and generate actionable recommendations and plans focusing on cost and time reduction, with excellent planning and organisational skills. Strong interpersonal abilities, able to collaborate effectively with cross-functional teams and stakeholders. Actively seeking a Data Analyst role that leverages both analytics and cloud computing skills.

Skills

Knowledge-based skills: Data Analysis, Data Management, Data Modelling, Data Warehouse, Big Data, Business Analysis, Business Intelligence (BI), Information Maintenance and Control, Dashboards, KPIs, Agile/Scrum, Customer Support, Process Optimization, DAX (Data Analysis Expressions), Database Management, Data Reporting, Analytical Tools, Statistical Methods, Research Skills, Consultative Skills, Project Management, Data Judgment
Soft skills: Communication, Cross-functional Teamwork, Relationship Building, Proactivity, Organisation, Focus on Quality, Attention to Detail, Analytical Skills, Learning Agility, Planning, Initiative, Presentation, Critical Thinking, Business Acumen
IT skills: SQL Server, QlikView, Visual Studio, Power BI, ERP System, MS Office (Excel/VBA, Access, PowerPoint)
Language skills: English: Advanced. Portuguese: Native

Work Experience

English and Cultural Student Exchange
Dublin, Ireland   Aug 2023 - Ongoing
- Attending English courses at Future Learning Language School and ELTA - The School of Spoken English to improve language skills.
- Performing part-time jobs as Waitress at Hotel Vincci from Aug 2023 to Feb 2024, and at Fitzwilliam Lawn Tennis Club from Sep 2023 to the present date, providing outstanding service to customers while pursuing an opportunity in Data Analysis.

Data Analyst
Finsolutia S.A. (Tech-driven credit and real estate platform) - Lisbon, Portugal   Oct 2022 - Aug 2023
- Delivered comprehensive analyses by translating business inquiries into tractable insights and evaluation metrics, planning and executing prioritized work.
- Created queries for the most diverse areas within the ERP system using the T-SQL language and the main features (temporary tables, CTE, subqueries, ranking functions, offset functions, aggregation functions, etc.) to extract data to populate tables and generate queries and reports to meet customer needs.
- Optimized and monitored queries to improve query execution performance, optimizing time and reducing processing when returning data.
- Communicated business results and findings to all business areas in Portuguese, Spanish and English, creating reports using Power BI and SQL databases and tables.

- Worked closely with stakeholders to identify and document business needs, process workflows, and data integration requirements, following Agile processes and documenting requirements and deliverables.

Data Analyst
NOS (Telecommunications service provider) - Lisbon, Portugal   Dec 2020 - Sep 2022
- Implemented dashboards and operational indexes to improve data processing, analytics, and access to the Customer Relationship Center regarding average waiting time, forecast, productivity, and other KPIs, following agile processes.
- Performed data analysis to seek improvements in operational processes, guaranteeing liability and deadlines for reports, case studies, and analyses.
- Implemented reports for business areas related to CRM, including qualitative and quantitative data, aiming at providing relevant insights and supporting strategic decision-making.
- Actively participated in the creation of the Customer Satisfaction Survey and action plans based on its results to improve customer experience and increase business growth.

Data Analyst
SPMS (Shared Services of the Ministry of Health) - Lisbon, Portugal   Mar 2020 - Nov 2020
- Developed and analysed managing reports and indexes, working in close collaboration with the company's directors to detect main variations between user demands and the accuracy of deliveries.
- Implemented, extracted, and validated databases using SQL, DAX (Data Analysis Expressions), and Power BI (Power View, Power Pivot, Power Map, and Power Query) to carry out analyses for business decision-making, reconciliation of transactions, data validation, and production of reports.
- Prepared monthly reports on Power BI for the board meeting regarding the yearly target by collecting data from all business areas and communicating with all stakeholders in a regular and effective manner.
- Provided support to service users on systems and tools for managing data, consulting, and reporting.
- Prepared and maintained documentation related to different committees to keep update records.
- Participated in the creation and implementation of guidelines, training courses, and communication tools.

English and Cultural Exchange in Lisbon, Portugal from Apr 2019 to Jan 2020, studying English and working in customer-facing multicultural environments to improve language skills.

Senior Customer Service Analyst
SKY Brasil (Direct broadcast satellite (DBS) pay television services) - São Paulo, Brazil   Jun 2017 - Feb 2019
- Provided in depth analysis on data from outsourcing companies to support growth objectives, solving data-related questions to facilitate effective decision-making.
- Analysed big data on Power BI and SQL, preparing dashboards and reports to present to business directors.
- Planned and executed prioritized work, selecting appropriate methods to achieve analysis objectives effectively.

Information Management Analyst
UOL DIVEO (IT data and infrastructure provider, UOL Group) - São Paulo, Brazil   Dec 2011 - Jun 2017
- Performed data analysis and reports to support decisions on projects' capacity for a client in the banking industry, reporting to the Capacity Director.
- Created a large customer database for the after-sales department containing data on clients' profile and services, contributing to an increase of sales and supporting strategic decisions to improve business growth.

Education

- **Master Degre in Cloud Computing (MSc)**, National College of Ireland, Ireland 2026 – 2027
  - o Core Modules: Cloud software development, distributed & scalable systems, DevOps practices, cloud security, cloud data governance, ethical and regulatory compliance, and cloud research methodologies.
- **Postgraduate Degree in Business Intelligence with Big Data**, Faculdade Impacta, Brazil, 2017 - 2018
  - o Core Modules: Database Normalization and Design, OLAP and OLTP, DW (Data Sources, Data Marts) and Model DW (Star and SnowFlake Schema), ETL (SQL Server Integrated Services - SSIS), Data Analysis (R, Python,

Tableau, Qlik), SQL (DDL and DML) and NoSQL (MongoDB), Big Data (Haddop), Big Data Governance, Machine Learning (RapidMiner, Tanagra), Data Mining/Web Mining with Python and RapidMiner (Anomaly detection, Association rule learning, Clustering, Classification, Regression and Summarization), Semantic Web Linux

- **Bachelor's Degree in Business Administration**, Faculdade Sumaré, Brazil, 2005 - 2008