



# RAFAEL ANTONIO BELOKUROWS

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4100-090, Porto, Portugal

## ● EDUCATION AND TRAINING

09/2019 – 07/2021 – Porto, Portugal

**MASTER'S IN DATA SCIENCE** – Faculdade de Ciências da Universidade do Porto

Ongoing, to be completed in 2021

01/2007 – 12/2011 – Pato Branco, Brazil

**BACHELOR'S IN COMPUTER SCIENCE** – Universidade Tecnológica Federal do Parana

## ● WORK EXPERIENCE

01/10/2020 – CURRENT – Porto, Portugal

**MSC STUDENT RESEARCHER** – UNIVERSIDADE DO PORTO

Development of Master's thesis in the Central Office of the University (Reitoria da UP)

Work is called: Análise preditiva para Promoção do Sucesso do Estudante e Combate ao abandono escolar na Universidade do Porto

Goal: In short, analyzing Student data to determine main factors for student dropout in the University and setting up an alert system to provide psychological and academical support for the students who need it.

07/2018 – 09/2019

**BUSINESS ANALYST / PRODUCT OWNER** – CISS SOFTWARE E SERVIÇOS

Product Owner of the company's Business Intelligence Software: BI CISS

- Creating dashboards, KPIs and presentations, helping users find patterns and trends on their sales, payables, receivables and acquisition historical data
- Hands-on experience with ETL server/client architecture, OLTP/OLAP systems and Tableau as a data visualization tool
- Handling and programming SQL queries dealing with millions of records
- Liaison between developers, architects and stakeholders to gather and describe functional and technical requirements in terms of logical prioritized features and user stories with specific acceptance criteria and test case scenarios;

Brazil

08/2017 – 07/2018

**IT PROCESS ANALYST** – CISS SOFTWARE E SERVIÇOS

Management of IT services within ITIL best practices

- Provided business and/or technical consultation in critical incidents, problems, and changes;
- Through data collection and analysis, monitored metrics and suggested actions to ensure continuous improvement to the software and delivery processes;
- Part of the Customer Success team for a few months providing technical consultancy and handling difficult technical issues
- Worked jointly with the development team performing Root Cause Analysis to help solve issues that affected the functioning of the company's software

Brazil

10/2009 – 07/2017

**TECHNICAL APPLICATION SUPPORT** – CISS SOFTWARE E SERVIÇOS

- Support and Implementation of ERP, POS, and CRM applications
- Installed, configured, and implemented ERP, POS, and CRM applications on-site on some of the biggest Brazilian retail chains.
  - Provided top-level quality support over the phone, live chats, or in-person.
  - Supervised Tier 1 Help Desk Analysts, assisting with technical difficulties and dealing with ticket management and escalation;

Brazil

● **JOB-RELATED SKILLS**

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**IT skills**

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- Statistical Analysis: creating, fitting, and evaluating Machine Learning models for Classification, Regression, and Clustering problems.
- Time Series Analysis, forecasts, and evaluation.
- Data wrangling and preparation: normalization, log-transformation, handling missing values, outlier detection, etc.
- Proficiency in R programming language: base, Tidyverse, Forecast, Ggplot.
- Proficiency in Python: NumPy, Pandas, Matplotlib, Scikit-learn.
- Google Cloud Platform: BigQuery and Cloud Functions.
- Programming SQL queries, creating reports, dashboards, and KPIs.
- Working under Agile and Scrum Frameworks.
- Database administration: IBM DB2, PostgreSQL, Sybase Anywhere, MongoDB, and MS SQL Server.
- Software development collaboration tools: Jira, IBM Jazz, Confluence.
- Certifications: ITIL Foundation, Comptia A+, EXIN Agile Scrum, Scrum Fundamentals and Six Sigma Yellow Belt.

● **LANGUAGE SKILLS**

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**Mother tongue(s):** PORTUGUESE

**Other language(s):**

|                | UNDERSTANDING |         | SPEAKING          |                    | WRITING |
|----------------|---------------|---------|-------------------|--------------------|---------|
|                | Listening     | Reading | Spoken production | Spoken interaction |         |
| <b>ENGLISH</b> | C1            | C1      | C1                | C1                 | C1      |
| <b>SPANISH</b> | B1            | B1      | A1                | A1                 | A1      |

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user