

RAFAEL DA SILVA CABRAL

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PROFESSIONAL SUMMARY

Results-driven DATA ANALYST with over 5 years of experience in data analysis, software development, service and process automation, dashboard development, and customer service. Adept at analyzing complex datasets, creating dynamic visualizations, and mapping processes to enhance operational efficiency. Experienced in small, medium, and large companies with complex projects, managing change requests, and assessing their impact on systems. Hands-on in writing documentation to describe program development, coding, and corrections, as well as user manuals for installation and operating procedures.

Capable of working both independently and collaboratively, with strong technical proficiency and a relentless drive for continuous learning. A team-oriented professional who thrives under pressure, committed to utilizing data insights to support strategic decision-making and deliver tangible organizational results.

KEY COMPETENCIES

- **Technical:** Python; Excel & Access (advanced); Data analysis; PHP; SAP; SQL / MySql; Power BI; Salesforce; SmartSheet; Oracle
- Excellent written and verbal **communication**.
- **Data Visualization and Dashboard Development:** Proficient in creating interactive dashboards and reports using Power BI and Spotfire to provide actionable insights for management and operational teams.
- **Data Analysis and Management:** Extensive experience in analyzing large datasets from SQL, CSV, and spreadsheets to identify trends, inform decision-making, and improve business processes.
- **Process Mapping and Automation:** Skilled in mapping processes and automating workflows using Python and Power Automate Desktop to enhance efficiency and reduce manual tasks.
- **Adaptability and Problem Solving:** Thrives in dynamic environments, quickly adapting to new technologies and methodologies while effectively solving complex data-related challenges.
- **Team Collaboration and Communication:** Strong ability to collaborate with cross-functional teams, including internal customers, to ensure project goals are met while communicating data insights clearly and effectively.

PROFESSIONAL EXPERIENCE

DATA ANALYST – PETROBRAS (Oil & Gas) (BRAZIL)

SINCE 02/2022

- Dashboard construction with Spotfire and Power BI, analysis of spreadsheets, SQL & CSV files, process mapping for new features & job monitoring.
- Built interactive dashboards using Spotfire and Power BI to enhance data visualization and support decision-making.
- Analyzed spreadsheets, SQL databases, and CSV files to extract meaningful insights and ensure data accuracy.
- Mapped workflows and processes for the implementation of new features, aligning with business goals and improving efficiency.

- Developed detailed reports using Power BI, delivering actionable insights to stakeholders.
- Analyzed large datasets to identify trends and optimize processes within the finance area, driving operational improvements.
- Constructed interactive dashboards using Spotfire and Power BI to visualize and interpret data effectively.
- Analyzed spreadsheets, SQL databases, and CSV files to extract actionable insights.
- Mapped processes for implementing new features, ensuring alignment with business objectives.

DATA ANALYST – VIBRA (Oil & Gas) (BRAZIL)

01/2011 – 01/2022

- Cross-base data analysis, generation of reports and dashboards for management and other areas, & use of scrum methodology to advance the project and control working hours.
- Maintained and updated master data according to customer requests, primarily focusing on Organisation Management, Competence Management, Training Management, Appraisal System, Compensation Data, and Personal Planning.
- Managed the change request process in alignment with management guidelines, ensuring timely and efficient execution.
- Escalated relevant quantitative change requests to product management for potential evolution of template design, contributing to product improvement.
- Provided 1st and 2nd-level customer support, promptly addressing inquiries and resolving issues.
- Delivered service within prescribed levels, consistently ensuring World-Class Service delivery and customer satisfaction.
- Maintained a strong customer orientation, focusing on delivering high-quality service and meeting customer expectations.
- Led technical aspects of multiple client engagements.
- Developed and maintained long-term client relationships.
- Delivered clear presentations and actionable insights to clients.
- Translated complex data analysis into measurable business value.

EDUCATION

- Post graduation in **Data Science Analytics** - Universidade de São Paulo (Brazil) **2023**
- Bachelor's degree in Technologist in **Data Processing** - Universiade Hélio Alonso (Brazil) **2003**
- **French:** Beginner – Taking classes
- **Portugues:** Fluent

REFERENCES

To be provided upon request.