



# RAYANA PRATA

Technical Support Systems  
at T-Systems

## PERSONAL PROFILE

I need to be always looking for  
personal and professional growth.

Results-oriented, agile and with team spirit.

## COURSES

Alura Front-end Training  
Bootcamp Hiring Coders • Agile SCRUM  
UI/UX Design & Prototype  
Mentoring Code Like a POSSIBLE Girl  
Web Development • HTML, CSS & Javascript  
High Performance Home Office  
Public Speaking and Presentation  
Techniques Emotional intelligence

## CONTACT

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## WORK EXPERIENCE

### Technical Support Systems

T-Systems | Mar 2019 - Present

- Resolution of technical incidents using ITIL.
- Information Systems User Support.
- Documentation of procedures.
- Design improvements.

### TI Intern

T-Systems, Mar/2019 - Dec/2020

- Support the coordination of infrastructure teams.
- PO in Data Analysis Squad.
- Monitoring of SLA and KPI.
- Participation in Audits.
- Network and Server Support.

### Attendant Assistant

Cooperativa Viacredi, Jan/19 - Mar/19

- Communication and relationship with cooperative members.
- Employee highlighted by goal achievement.

### Trade Marketing Apprentice

Mueller Eletrodomésticos | Jan 2017 - Dec 2018

- Data analysis
- Product Intelligence
- Reports for the Commercial area

## EDUCATIONAL HISTORY

### Degree in Systems Analysis and Development

Federal Institute of Santa Catarina, 2018 to 2022

### Technical Course in Administrative Assistant

National Service for Industrial Learning, 2017 to 2018

## SKILLS AND INTERESTS

Technical skills in Microsoft Excel, Agile Methods, Front-end Development, Process Improvement, Programming Logic, Data Analysis and Project Documentation.

I'm looking for a professional opportunity with a creative and communicative profile to contribute with my technical knowledge in data analysis, experiences in customer service, leadership, technology and process improvements.

Recent experience in Projeto Demola with an international team developing a mobile application for the company Ultra Aventura de Portugal aiming at the consumer's digital experience in adventure sports.