

Rildo Demarqui Pereira

Machine Learning | Data Science | Analytics

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São Paulo, São Paulo, Brasil

Engineer with experience in the telecommunications sector since 2008, focused on applying data-driven methodologies to solve business challenges. Graduated in Electrical Engineering, MBA in Business Management from IBMEC, and specialization in Artificial Intelligence from Poli-USP.

Experienced in data extraction, analysis, and visualization, with hands-on practice in machine learning techniques such as classification, regression, clustering, time series analysis, explainable AI (XAI), and natural language processing (NLP). Currently studying cloud environments to deploy machine learning models in production.

Technical Tools: Python, SQL, Git, Power BI, GCP (BigQuery and Vertex AI), and Jupyter Notebook, among others.

Core Skills

Machine Learning, Data Visualization,
Business Analytics, Customer Satisfaction

Education

Escola Politécnica da USP

Mar 2020 - Nov 2021

Specialization Artificial Intelligence

Ibmec

Jan 2012 - Jan 2014

MBA Business Management

Centro Universitário Radial

Jan 2003 - Jan 2007

Graduate Electrical Engineering

Languages

Portuguese (Native)

English (Advanced)

Spanish (Intermediate)

Certificates

Foundations of Causality

causaLens

Six Sigma Yellow Belt

TIM Brasil

Data Scientist Training

Data Science Academy

Work Experience

Specialist

Nov 2019 - Present

TIM Brasil | São Paulo, Brasil

Utilization of classification models and XAI (SHAP) to identify factors of dissatisfaction and improve NPS. Increased efficiency in handling tickets with open-source LLM models (Mistral), classifying demands relevant to the engineering area. Extraction of insights from customer service using an open-source speech-to-text model (Whisper). Creation of dashboards in Power BI to support decision-making across different areas and organizational levels. End-to-end data collection and analysis of the customer journey to enhance customer experience. Automation of data extraction and impact analysis with Python.

Senior Engineer

Nov 2014 - Nov 2019

TIM Brasil | São Paulo, Brasil

I played a role in monitoring and analyzing the performance of voice and data networks, covering GSM, UMTS, and LTE technologies, with a focus on suppliers Ericsson, Nokia, and Huawei. I defined thresholds and statistical methods for performance monitoring, regularly producing presentations, studies, and technical reports. Additionally, I developed tools in VBA and Access to optimize managerial reports.

Engineer

Jan 2009 - Nov 2014

TIM Brasil | São Paulo, Brasil

I built scenarios based on the Marketing traffic demand assumptions. I was also responsible for the three-year budget planning of the Access Network, representing approximately 20% of the company's CAPEX. Additionally, I prepared technical-economic presentations and reports for the board of directors and investment committee, and I contributed to the creation and revision of the financial forecast.