

# Monica Souza

ENGINEER WITH DEVOPS, DATA ANALYTICS, AND BUSINESS BACKGROUND

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📍 Copenhagen, Denmark

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## Profile

Experienced Engineer with a background in DevOps, data analytics, supply chain management, and retail customer service. My strategic data analysis expertise includes identifying trends, optimizing inventory levels, and aligning demand forecasts with business objectives. I have also provided valuable insights to support strategic decision-making and collaborated with various departments to align financial strategies. With a strong software development, product development, and production engineering foundation, I bring a unique blend of technical and business acumen to drive continuous improvement. I am eager to leverage my diverse skill set built in more than 15 years of job market experience in a new position.

## Employment History

DevOps Consultant, Eficode, Copenhagen

August 2021 — May 2024

- Responsible for implementing, automating, and configuring infrastructure components such as servers, storage, and virtualization technologies using Ansible, resulting in faster deployment and easier maintenance.
- Established and maintained CI/CD pipelines to automate the build, test, and deployment processes for the software applications that improved system reliability and uptime.
- Collaborated with the development teams to integrate code repositories and build systems.
- Fostered effective collaboration and communication between development, operations, and other cross-functional teams.

Senior Strategic Data Analyst, J. Macedo SA, Salvador

August 2011 — August 2014

- Responsible for collecting, analyzing, and interpreting supply chain data to identify trends, patterns, and opportunities for improvement.
- Developed reports, metrics, and dashboards to provide visibility into supply chain performance and key performance indicators (KPIs)
- Monitored inventory levels and analyze demand patterns to optimize inventory holding costs while ensuring sufficient stock availability;
- Collaborated with sales, marketing, and operations teams to align demand forecasts with business objectives and optimize supply chain responsiveness.
- Collaborated with cross-functional teams to implement process improvements, such as lean practices, or automation solutions.

Business Development Intern, Beyond Leather, Copenhagen

January 2018 — September 2018

## Links

[LinkedIn](#)

[Achievements](#)

## Skills & Tools

Jenkins / Ansible IaC

GitHub / GitHub Actions

Docker / Kubernetes / ArgoCD

GitLab / Linux

Python / Java / Bash

Advanced Excel

Agile Methodologies / SAFe

Customer Service

Adaptability

Analytical Thinking

Continuous Improvement

## Languages

English

Portuguese

Spanish

## Hobbies

Traveling, dancing, reading, cooking, Netflixing.

- Developed and maintained relationships with key stakeholders to facilitate sales and identify new business opportunities.
- Provided technical product demos to prospective customers highlighting the product's features and capabilities.
- Developed sales presentations that demonstrated the value proposition of the product.

### Senior Finance and Business Analyst, Money Express Lda, Lisbon

*July 2007 — October 2010*

- Responsible for providing insights into financial performance, cost optimization, and revenue growth to support strategic decision-making.
- Collaborated with relevant departments to develop annual budgets, and ensure alignment with the organizational goals and objectives.
- Monitored budget performance, tracked expenditures, and provided variance analysis to identify improvement and cost-saving opportunities.
- Collaborated with cross-functional teams, including finance, accounting, and executive management, to gather financial data, share insights, and align financial strategies.

### Education

#### MSc Software Development, IT University of Copenhagen, Copenhagen

*August 2018 — April 2021*

Master Thesis: Automated claim generation in Danish using Natural Language Processing and Machine Learning.

#### PBA Product Development, KEA - Copenhagen School of Design and Technology, Cope

*January 2017 — June 2018*

#### BA Production Engineer, University Salgado de Oliveira, Salvador

*January 2011 — January 2015*

### Achievements

- Worked together with the engineering team to define software requirements and data flow between departments for an internal ERP system design
- Implemented employee training and process on how to identify false Euro bills and how to handle the occurrence
- Wrote a project plan - based on the PMBOK 2014 - that was awarded honors grade and handed to the university to be implemented (Bachelor project)
- Successfully created and managed the supply chain regional budget (USD 2MM)
- Process owner of the supply chain KPI program

### Courses & Certifications

Azure Fundamentals Certified, Microsoft