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WORK EXPERIENCE

04/2024 – CURRENT Lisbon, Portugal

DATA ANALYST COORDINATOR TELEPERFORMANCE PORTUGAL, S.A

- Lead and coordinate a diverse team of data analysts across various projects, ensuring alignment with client expectations and strict adherence to deadlines.
- Drive strategic initiatives, optimizing operations and quality, while managing resources to meet project deliverables efficiently.
- Analyze complex data sets to provide actionable insights, guiding decision-making and identifying opportunities for process improvements.
- Foster a collaborative environment that encourages innovation and continuous improvement, meeting the dynamic needs of clients.
- Champion the company's values and culture, mentoring team members to excel in their roles and contribute to the company's success.

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08/2017 – 04/2024 Lisbon, Portugal

DATA ANALYST TELEPERFORMANCE PORTUGAL, SA

- Orchestrated the planning, monitoring, and reporting initiatives, leading to a significant reduction in manual work and an increase in deliverables accuracy.
- Pioneered data transformation processes using advanced techniques in PowerQuery M, PowerPivot DAX, Excel, and MSSQL.
- Innovated the development and implementation of PowerBI reports/dashboards, enhancing data visualization and automating processes.
- Championed profitability case studies and standardized PowerBI reporting, elevating the company's data solutions.
- Collaborated with operational stakeholders to define and prioritize data developments, ensuring alignment with strategic objectives.
- Instituted data process mapping and documentation, bolstering the company's data governance framework.
- Proactively monitored project risks, devising and implementing internal controls to mitigate them effectively.
- Analyzed complex datasets using statistical techniques, providing actionable insights to inform decision-making.
- Identified, analyzed, and interpreted trends or patterns in datasets, translating data into strategic business initiatives.
- Served as an autonomous continuous improvement agent, focused on extracting value from data and driving process enhancements.
- Supported the implementation of new projects and the refinement of existing processes, fostering a culture of innovation and efficiency.

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2013 – CURRENT

WEBDESIGN & WEBDEVELOPER

- Administered a Virtual Private Server with Ubuntu Server and Nginx.
- Crafted custom WordPress themes and developed eCommerce solutions.
- Maintained a portfolio of websites, including GirlsVinci, Festa no Castelo, Circo dos Sabores, Vera Roseiro and Festas do Mémé.

06/2016 – 08/2017 Lisbon, Portugal

FIRST LINE MANAGER TELEPERFORMANCE PORTUGAL, S.A

- Led a customer service team to achieve excellence and meet objectives.
- Provided quality feedback and coaching, and designed scripts for cross-sell campaigns.

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19/12/2010 – 06/2016 Lisbon, Portugal

CUSTOMER SERVICE REPRESENTATIVE TELEPERFORMANCE PORTUGAL, S.A

- Delivered exceptional customer service for Galp Energy and Barclays Bank Portugal.
- Resolved billing and account issues, and coordinated with bank departments for issue resolution.

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● EDUCATION AND TRAINING

2019 – 2020

FIRST YEAR STUDENT COMPUTER SCIENCE Universidade Aberta

- Completed courses in physics, linear algebra, distributed systems, and web services.

09/2014 – 2015 Lisboa, Portugal

WEB & MOBILE DEVELOPER COURSE FLAG - Centro de Formação

- Acquired skills in web development, database structures, and app development for Android.

2014

FOUNDATION TRADING PROGRAMME Academy of Financial Trading

- Gained insights into trading mechanics, market analysis, and risk management.

2013

INTERNAL TRAINING FOR BARCLAYS BANK Teleperformance Portugal, S.A

- Learned about investment products, banking basics, and loan-related concepts.

2008 Lisbon, Portugal

FIRST YEAR STUDENT Faculdade Ciências e Tecnologias da Universidade de Lisboa

- Master Mechanical Engineering (not concluded)

● LANGUAGE SKILLS

Mother tongue(s): **PORTUGUESE**

Other language(s):

| | UNDERSTANDING | | SPEAKING | | WRITING |
|----------------|---------------|---------|-------------------|--------------------|---------|
| | Listening | Reading | Spoken production | Spoken interaction | |
| ENGLISH | C1 | C1 | B2 | B2 | B2 |

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

● DIGITAL SKILLS

Web Developer

PHP Laravel OOP | Web Development: HTML 5, CSS, JavaScript | Apache, Nginx, MySQL | LAMP | Bower

Data Analyst

DAX | PowerQuery M | Excel | PowerBI | MSSQL | Python | MDX

Hobby

UNIX Shell script | Anko Script | Raspberry Pi

● ORGANISATIONAL SKILLS

Organisational skills

- **Project Management:** Expertise in managing multiple data analysis projects simultaneously, ensuring efficient resource allocation and timely delivery.
- **Process Optimization:** Strong ability to streamline workflows, enhance data management practices, and implement best practices across teams.
- **Strategic Oversight:** Skilled in overseeing project lifecycles from conception to completion, ensuring that all activities align with broader business objectives.
- **Resource Coordination:** Proficient in coordinating both human and technical resources to maximize productivity and meet project demands.
- **Time Management:** Demonstrated success in prioritizing tasks and managing time effectively, even under tight deadlines and high-pressure situations.

● COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

- **Effective Communication:** Exceptional ability to convey complex data insights and strategic directions clearly and persuasively to stakeholders at all levels.
- **Collaborative Teamwork:** Proven track record of fostering a cooperative team environment where data-driven insights are shared and valued.
- **Client Engagement:** Skilled in engaging with clients to understand their needs, ensuring that all data analysis aligns with their strategic goals.
- **Interdepartmental Coordination:** Adept at working across various departments to synergize data analytics with broader company initiatives.
- **Leadership Communication:** Experienced in leading teams with clarity and empathy, ensuring that all team members are motivated and aligned with project objectives.

● JOB-RELATED SKILLS

Job-related skills

- **Project Coordination:** Proficient in leading and coordinating teams of data analysts working on diverse projects, with a strong track record of meeting and exceeding client expectations and deadlines.
- **Analytical Expertise:** Advanced ability to analyze complex data sets, interpret trends, and provide strategic insights that drive business decisions and process improvements.
- **Team Leadership:** Demonstrated experience in mentoring and developing data analysts, fostering a culture of continuous learning and excellence within the team.
- **Client Relations:** Skilled in understanding and delivering on client needs, ensuring high-quality results and maintaining strong professional relationships.
- **Strategic Planning:** Adept at contributing to the development of departmental strategies and plans, aligning team efforts with company goals and client requirements.