ANA PAULA PIMENTEL

LEAD TECHNICAL & DATA ANALYST / PROJECT MANAGER / DEVELOPER

WORK EXPERIENCE

Accenture, Nova Lima - MG - Brazil

Business & Integ Arch Assoc Manager

November 2021 – Currently

➔ Experience in Brazil BPO Mobilization team
➔ Management and provision of access to clients and corporate systems and applications
➔ Working with Innovation and Automation of projects
➔ Ensuring good communication between Operation and technology teams, as well as with the clients
➔ Creation and maintenance of dashboards, schedules and trackers for access provisioning
➔ Creation and submission of technical documentation regarding Onboarding and access revocation (roll off) of users, considering data access and security policies accorded with clients

Google Pittsburgh/ HCL America, Pittsburgh - PA - USA

Team Lead – Lead Technical Analyst and Project Manager

January 2019 – August 2021

➔ Team management, including assessment and Quality Assurance;
➔ Hiring and training operators in the US and Poland
➔ Responsible for communication between client and operations team;
➔ Writing technical documentation (technical writing) and SOPs;
➔ Development of reports in spreadsheets and dashboards through scripts using knowledge in data analysis (SQL and Google Scripts)

Senior Technical Analyst

July 2015 – December 2018

➔ Use and training on various Google tools
➔ Use of editorial skills to organize information and work with customer-provided content and data
➔ Teamwork through peer reviews

SKILLS & TOOLS

Microsoft & Google

Docs, Excel, PowerPoint, Access, Sheets, Docs, Scripts, G Suit, Cloud, Domains, Analytics

Dev

HTML, CSS, JavaScript e jQuery, Frameworks (Bootstrap) e Content Management Systems (Joomla, Wordpress e Drupal), SEO, Android Studio, Java, SQL, JSON, Python (NumPy, Matplotlib e Pandas), Version control systems (GIT) - Github

Other

Video editing (Adobe Premiere and After Effects) and images (Photoshop and Fireworks), formatting and layout (QuarkXpress), LMS Software (especially Moodle and Dokeos).

LANGUAGES

Native Portuguese

English C2 - Fluent

Spanish B2 - Intermediate

German A2 - Basic

UFMG (Federal University of Minas Gerais), BH – MG

Technical Analyst and Project Manager
March 2012 – December 2014

- ➔ Development of multimedia content for online courses
- ➔ media transposition
- ➔ Hiring and training a team of tutors and technical support
- ➔ Technical support Moodle Platform
- ➔ Website development using content management systems (Wordpress and Joomla) and Bootstrap framework

Pontomobi / Aorta Entertainment, BH – MG

Technical Writer and Front-End Developer
March 2011 – February 2012

- ➔ Developer and UX / UI Designer for Websites and Mobile Apps
- ➔ Peer-Reviews of codes
- ➔ Responsible for technical writing of product description documents

UFMG (Federal University of Minas Gerais), BH – MG

Digital Media Producer and Technical Support
February 2010 – April 2011

- ➔ Technical support for Moodle platform for online courses
- ➔ Production and publication of Moodle platform tutorial
- ➔ Team training on the Moodle platform
- ➔ Media transposition for online courses

TEACOM – Education and Training, BH – MG

Web Designer and Content Creator
June 2009 – February 2010

- ➔ Technical support for DOKEOS E-learning Suite platform
- ➔ Development of multimedia content for online courses

98FM / Rocknews / Guia Entrada Franca, BH – MG

Web Designer and Journalist
August 2006 – May 2009

- ➔ Multimedia journalist responsible for media coverage, editing, publication and technical support on the Rocknews and Guia Entrada Franca cultural event websites.
- ➔ Content production for 98FM radio programs

EDUCATION

PUC-MG 2011 – 2012
Postgraduate Digital Media and Information Technologies

PUC-MG 2003 – 2006
Bachelor of Social Communication (emphasis in Journalism)

UFMG 2004 – Not completed
Bachelor of German Language and Literature

ADDITIONAL EXPERIENCES

Bertelsmann Technology Data Science Nanodegree – *Udacity*

Data Management Nanodegree course including: Practical Statistics, Data Analysis, Data Wrangling and Data Visualization. Carried out with scholarship provided by Bertelsmann Technology.

Google Nanodegree Android – *Udacity*

Android Development Nanodegree Course. Carried out with scholarship provided by Google.

Volunteer work – *Humane Animal Rescue*

6 years working at Humane Animal Rescue in Pittsburgh/USA, meeting the needs of shelter dogs (training, walking, playing and doing enrichment activities). I also managed a team of dog walkers, training and accompanying new members, taking care of documents pertinent to the dogs' activities and their needs.

Front In BH – *Participation*

Participation in two editions (2012/2013) of the Front-End Developers Front In BH conference, in Belo Horizonte

Panorama of Contemporary Comics in Germany – *Translator/Co-Author*

Participation in the book Panorama of Contemporary Comics in Germany. ISBN – 978-85-98387-12-3

XXVI Congress of Communication Sciences – *Secretary*

Participation in the XXVI Brazilian Congress of Communication Sciences, of the Brazilian Society of Interdisciplinary Communication Studies (Intercom)

LINKS

Online resume
Portfolio
LinkedIn

CONTACT

anapauladfp @ gmail . com

+55 (31) 98961 5417

First Certificate in English (FCE) – *English culture*

Accomplishment of the Certificate of English at the University of Cambridge through Cultura Inglesa BH

Macromedia Software Course– Dept of Computer Science – UFMG

Web Development/Design (Macromedia softwares: Fireworks, Flash and Dreamweaver)