

# BEATRIS CANDIDO

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## PROFESSIONAL PROFILE

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I am a dynamic, self-motivated and committed professional, Bachelor Degree in Computer Engineering, with several certifications and over 11 years of experience in the field. I have distinguished myself by presenting a logical, analytical and creative approach to solve complex problems. I have been offering efficient solutions supporting ERP and CRM systems (Salesforce) and I have advanced level of networking knowledge. I also have experience in Windows (XP, Vista, 8 and 10), configuration and database (DBA) with SQL Server and Oracle.

## KEY EXPERIENCE AND ABILITIES

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- Proven experience providing highly developed customer service and support to users to solve incidents and minimize impact and loss of productivity, providing remote and onsite assistance.
- Able to provide day-to-day technical support for internal desktop and laptop systems, servers and the associated network infrastructure.
- Extensive experience in data modelling using SQL (procedures and triggers), involving data validation and data quality activities.
- Able to create Reports using SSRS.
- Strong knowledge in Excel, creating a pivot table for creating financial reports for companies.
- Able to assist in designing and carry out data cleansing initiatives to drive alignment to data principles and standards, Identifying areas for opportunities and data improvements.
- Experience managing user administration and creation, assisting in the development and implementation of policies and procedures related to network, hardware, software, security and backup.
- Experience documenting processes and keeping documentation in order, following security protocol, using Jira Confluence.
- Time management skills and ability to manage competing priorities and meet deadlines.
- Excellent interpersonal and communication skills with the ability to build and maintain strong internal and external relationships with stakeholders.
- Strong organisational skills, with the ability to prioritise, organise and coordinate tasks.
- Able to work under pressure and multi-task, as well as to accept responsibility.

## TECHNICAL SKILLS

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- Strong skills in Excel, able to develop pivot tables, formulas and graphs.
- Ability to work in CRM Platforms.
- Proficiency of Microsoft Office/365 products.
- Proficient in VB Language.
- Strong Knowledge in SQL Server, Oracle Strong Databases.
- Proficiency of TCP/IP networks, as well as Active Directory, DHCP, DNS, UDP, FTP, HTTP.
- Advanced English | General English at International House, Australia (Sep/2017 to Mar/2018).
- ICT System Analyst | Skill Assessment at Australian Computer Society (ACS), Australia (2021).

## CERTIFICATIONS

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- Rest with NodeJS: API with Express e MySQL
- Microsoft SQL Server 2017 (DBA, Advanced Queries, T-SQL, Data Manipulation)
- Oracle10g: Management Workshop I (40h).
- Oracle10g: SQL Language Introduction (40h).
- 6430 Planning and Managing Windows Server 2008 Servers.
- 6426 Configuring and Troubleshooting Identity and Access Solutions with Windows Server 2008.
- 6425/10222 Configuring and Troubleshooting Windows Server 2008 Active Directory Domain Services.
- 6421/10221 Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure.

# BEATRIS CANDIDO

## EDUCATION

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- Bachelor Degree in Computer Engineering | UNIFAI (<http://unifai.edu.br/>), Brazil (2011).
- Certificate in Computer | Fenix School (<https://www.colegiofenix.com.br/>), Brazil (2005).

## PROFESSIONAL EXPERIENCE

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AgroBusiness | SYDNEY, AUSTRALIA (JAN/2022 TO PRESENT)

Agrolending Service Company | <https://www.agrolending.com.au/>

### SYSTEM ANALYST

- Supporting clients on using the lending application Salesforce
- Creation of advanced data queries, functions, stored procedures to retrieve data (development)
- SQL scripting development and delivery (release management)
- New feature design, build, release (agile)
- New technology research and development
- Project Management (internal projects)

BOOTCOMP | SAO PAULO, BRAZIL (AUG/2012 TO JUN/2017)

Information Technology Company | <https://www.bootcomp.com.br/>

### POSITION: SYSTEM SUPPORT ANALYST

- Responsible for the remote software support to clients (ERP, Invoices and Commercial Automation).
- Accountable for providing technology systems support in software across various organisational units and multiple geographically diverse sites.
- Create update and maintain documentation.
- Liable for installing and working on SQL (profile, backup, job, trigger, procedure, deleting, updating, selecting and inserting).
- Active Directory and Windows Server Administration (2003,2008, 2012 and 2020).
- Manage the programmers to deliver system changes and corrections.
- Develop manuals and technical procedures of software products and homologate the company's system.
- Create management reports in Excel that became company standard for recording financial information.

### KEY ACHIEVEMENTS:

- I implemented change management systems to facilitate project delivery.
- I was recognized by my superiors, co-workers and clients for my ability to solve problems by providing simple solutions.

CORREIO DE VEICULOS, SAO PAULO, BRAZIL (SEP/2009 TO JUL/2012)

Car software company | <http://www.cv.com.br/>

### POSITION: SUPPORT TECHNICAL SUPERVISOR

- Coordinate a team of motivated professionals responsible for the administration of the company's servers.
- Perform tests and approval of the company's system.
- Develop manuals of the software's technical procedures.
- Conduct selection process, hire employees and provide training for IT technicians.

### KEY ACHIEVEMENTS:

- I started activities at the company in December 2009, as a Technical Support Analyst. Due to my dedication, ability to solve complex problems and teamwork skills, in September 2009, I was promoted to the position of Support Technical Supervisor, fulfilling all the goals set by the company.