

BEATRIS CANDIDO

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PROFESSIONAL PROFILE

I have a Bachelor's in Computer Engineering, multiple certificates, and over 11 years of experience as a professional. I am a dynamic, self-driven, and dedicated individual. By using a rational, analytical, and creative approach to solve complex issues, I have distinguished myself. I have been providing effective solutions for Salesforce's ERP and CRM systems, and I am well-versed in networking. I also have experience with SQL Server and Oracle databases, SSRS and possess a strong understanding of Data Warehouse, SQL SSIS.

KEY EXPERIENCE AND ABILITIES

- 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, involving data validation and data quality activities.
- Able to create Reports using SSRS.
- Able to create Dashboards.
- 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

- Strong skills in Excel, able to develop pivot tables, formulas and graphs.
- Ability to work in CRM Platforms.
- Jira Confluence
- Apex Classes and Visual Force
- Proficiency of Microsoft Office/365 products.
- Proficient in VB Language.
- Strong Knowledge in SQL Server, Oracle Strong Databases, SSIS and SSRS.
- 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

- Rest with NodeJS: API with Express and MySQL – Alura – Sep 2021
- Microsoft SQL Server 2017 (DBA, Advanced Queries, T- SQL, Data Manipulation) – Alura – Sep 2021
- Oracle10g: Management Workshop I (40h) – Impacta - 2011
- Oracle10g: SQL Language Introduction (40h) – Impacta – 2011
- Basic and Advanced Access (40h) – Treinasoft LTDA – 2011

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EDUCATION

- **Bachelor Degree in Computer Engineering** | UNIFAI (<http://unifai.edu.br/>), Brazil (2010).
- **Certificate in Computer** | Fenix School (<https://www.colegiofenix.com.br/>), Brazil (2005).

PROFESSIONAL EXPERIENCE

BGIS | SYDNEY, AUSTRALIA (OCT/2022 TO CURRENT)

Bgis Pty Ltd | <https://apac.bgis.com/>

POSITION: SYSTEM ANALYST

- Resolving application support related issues, contacts and communications in line with agreed responsibilities
- Delivering client KPI's in terms of responsiveness and satisfaction
- Documenting sufficient detail with each ticket, including necessary customer follow-up to achieve resolution.
- Managing and prioritizing service tickets through to resolution including post-resolution follow-up with end users.
- Extracting data (ETL) using SISS with Visual Studio
- Data management and relational database management systems - Excel, Oracle, SQL Server
- Testing new software modules to ensure that they meet the documented functional requirements.
- Reviewing and updating technical, and end user documentation

AGROBUSINESS | SYDNEY, AUSTRALIA (JAN/2022 TO OCT/2022)

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

POSITION: SYSTEM ANALYST

- Supporting existing customers using Salesforce and resolving issues.
- Develop, analyse, prioritise, and organise requirement specifications, data mapping, diagrams and flowcharts for developers/programmers and testers to follow.
- Perform implementation and upgrades of information systems to meet the business and user needs.
- Develop and document all test schedules so that the system works properly for the end-user.
- Support users and programmers regarding updates from Salesforce and changes in procedures in SQL.
- Creation of documentation and training on changes in Salesforce at the request of the user.
- Translate highly technical specifications into clear non-technical requirements.
- Creation and alteration of Reports by SSRS according to the user's request.
- Being the first point of contact to establish project scope, system goals, and requirements updating the development team through Jira Software.

KEY ACHIEVEMENTS:

- I implemented a pdf report made by Visualforce and Apex.
- I fixed the apex limit exceeded and the client could not send many emails through Salesforce. Indexes were created in the flow and I did a lot of testing and followed the whole process.

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

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

POSITION: SYSTEM ANALYST

- Mapping and documenting interfaces between legacy and new systems, understanding software development lifecycles
- Working closely with programmers, developers and a variety of end users to ensure technical compatibility and user satisfaction, ensuring that budgets are met, and deadlines are met.
- Developing and documenting test schedules for complete systems.
- Supporting users in controlling changes and system updates
- Providing training and user manuals for users of a new system
- Keeping up to date with technicians and programmers.
- Development of reports according to the requirements of the project and Business

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: SYSTEM ANALYST

- Map document interfaces between old and new systems, understanding how the company's software works.
- Work together with collaboration with programmers, developers, and a variety of end-users to ensure technical compatibility and user satisfaction, ensuring that budgets and deadlines were met.
- Develop and document all test schedules so that the system works properly for the end-user.
- Support users and service colleagues in controlling changes and system updates.
- Provide training and user manuals for users of a new system.
- Always keep up to date with support technicians and programmers.
- Development of reports and procedures according to the requirements of the project and business.

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.