BEATRIS CANDIDO

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PROFESSIONAL PROFILE

I have a Bachelor's in Computer Engineering, multiple certificates, and over 15 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 (procedures and triggers), 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.
- Creating and fixing workflows.
- Optimizing queries to improve perfomance at least 85%.
- Optimizing new processes with ETLs and VBA scripts in Excel.

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

- Data Science – Datascy – Nov 2022
- Salesforce Certified Administrator (SCA) – Focus on Force – Nov 2022

- Microsoft SQL Server 2019 (DBA, Advanced Queries, T- SQL, Data Manipulation) – Alura – Sep 2021
- Oracle10g: Management Workshop I and SQL Language Introduction (80h) – Impacta - 2011

EDUCATION

- **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

BGIS | SYDNEY, AUSTRALIA (OCT/2022 TO CURRENT)
BGIS | http://www.bgis.com/

POSITION: SYSTEM ANALYST

- Resolving application support-related issues, contacts, and communications in line with agreed responsibilities.
- Delivering client KPIs 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 SSIS with Visual Studio.
- Managing data and relational database management systems, including Excel, Oracle, and SQL Server.
- Testing new software modules to ensure they meet the documented functional requirements.
- Reviewing and updating technical and end-user documentation.

KEY ACHIEVEMENTS:
- Successfully fixed and enhanced workflows within the Manhattan system, ensuring smoother operations and increased efficiency.
- Developed and implemented new workflows and features in the Manhattan system, driving productivity and functionality improvements.
- Leveraged ETLs and VBA scripts in Excel to optimize and automate new processes, significantly enhancing data handling and accuracy.
- Improved query performance in views by at least 85%, resulting in faster data retrieval and more efficient system operations.

PROFESSIONAL EXPERIENCE

AGROBUSINESS | SYDNEY, AUSTRALIA (JAN/2022 TO OCT/2022)
Agrolending Service Company | https://www.agrolending.com.au/

POSITION: SYSTEM ANALYST
- Supporting clients on using the lending application Salesforce
- Creation of advanced data queries, functions, and stored procedures to retrieve data (development)
- SQL scripting development and delivery (release management)
- New technology research and development
- Managing Salesforce roles, profiles, sharing rules, workflows, and groups.
- Importing leads, contacts, accounts, facilities, Loans and other data.
- Building custom reports and dashboards.
- Documenting processes, including error reports and changes to field history tables.
- Preparing reports for lending and other departments.
- To cover the entire process, functional flows and process builders, including positive and negative flows, were created.

- Test cases (sandbox) documented using Jira Confluence
- Building reports with SSRS
- Develop data models for the business, extracting data from multiple internal systems with SSIS.

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.

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
- 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.
- 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 System Analyst. Due to my dedication, ability to solve complex problems and teamwork skills, in September2009, I was promoted to the position of System Analyst Supervisor, fulfilling all the goals set by the company.