



Ana Paula Pimentel

Business & Data Analyst / FrontEnd
Dev & UX Designer

- 📍 Mons, Belgium
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Skills

Development



HTML, CSS, JS, JQuery, UML, Agile

Version Control



GitHub, Git, CMD

CMS



Drupal, Joomla, Wordpress

CRM / ERP



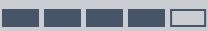
Zendesk, Salesforce, SAP, Oracle, Odoo

Android Studio



Java, Kotlin, Object Oriented

Cloud



Analytics, Azure, Google, AWS, SaaS

Statistics and Data



SQL, Python, NumPy, matplotlib, Pandas

Certifications

Bertelsmann Technology Data Science Nanodegree

Udacity

2020

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

Google Android Development

Udacity

2019

Android Development Course in
Java. Accomplished with a
scholarship provided by Google.

Languages

English

C2 (Native)



Portuguese

C2 (Native)



French

B2 (Professional)



Spanish

B2 (Professional)



German

A1 (Beginner)



Dutch

A1 (Beginner)



Ex-Google and Ex-Accenture with valid work permit for Belgium.

Since 2005, I've been working in the Tech Industry with two years of recent
experience with Consulting and Business Process Management.

I love technology and working with data and analytics. I also have a passion
for education and languages.

Social

- [anapp](#)
- [anapdfp](#)
- [anapaula.net](#)

Experience

Accenture

Business and Integration Arch Manager

09/2021 - 07/2023

Nova Lima - MG - Brazil

→ 2 years of experience with the Brazil and Latin America market focused on
innovation projects such as Automation identification, Risk Management and
Quality Assurance.

→ Implemented and managed two big customers' CRM /ERP services and
provided reports that improved client-consultant relationships due to efficient
BPM practices.

→ Ensured good communication between the Delivery and Customer service
teams, improving metrics and deliveries and accelerating 30% the transition
process and knowledge transfer.

→ Creation and submission of technical documentation regarding onboarding
and revocation of access (roll off) of +2000 users, taking into account the data
access and security policies

Google via HCL America

Team Manager & Data Analyst

07/2015 - 03/2021

Pittsburgh - PA - USA

→ Team management, including quarterly evaluation and quality assurance
from 3 different teams, including +30 people.

→ Recruitment and training of operators in the United States and Poland with
more than 50 interviews held for Product Reviewers and Data Entry Analysts.

→ Responsible for communication between the customer and operational
team of 30 people including management of KPIs and deliverables
assessment.

UFMG - Universidade Federal de Minas Gerais

Project Manager & Front-End Dev

01/2012 - 06/2014

Belo Horizonte - MG - Brazil

→ Managed 4 courses held on Moodle platform that graduated more than
5000 students through programs from the Ministry of Education and the Open
University of Brazil.

→ Hired, trained and worked with a team of 20 tutors and 3 interns.

→ Developed multimedia content for online courses using media transposition
techniques of texts written by professors and researchers

→ Developed websites and hotspots using Content Management Systems like
Wordpress and Joomla, and Bootstrap framework.

Pontomobi / Aorta Entertentimento

Front-End Developer & UX Designer

01/2011 - 01/2012

Belo Horizonte - MG - Brazil

→ UX/UI Developer and Designer for Digital products: websites and Android
Blackberry Apps.

→ Code review and version control of in-house developed products.

→ Responsible for the web writing and descriptive documents of technical
characteristics of mobile sites and apps.

UFMG - Universidade Federal de Minas Gerais

Technical Analyst

01/2010 - 01/2011

Belo Horizonte - MG - Brazil

→ Technical support for Moodle platform during online courses

→ Production and publication of a Moodle platform's tutorial

→ Staff training on Moodle platform

→ Development of multimedia content for online courses

TEACOM - Educação e Treinamento

Front-End Developer

01/2009 - 01/2010

Belo Horizonte - MG - Brazil

→ Technical support for DOKEOS E-learning Suite

→ Development of multimedia content for online courses

Education

Pontifícia Universidade Católica de Minas Gerais (PUC-MG)

Information Technology

2011 - 2012

Master

Pontifícia Universidade Católica de Minas Gerais (PUC-MG)

Communication

2003-2006

Bachelor

Volunteering

Humane Animal Rescue

Volunteer Dog Coach

2015 - 2021

Pittsburgh / PA - USA

🌐 humaneanimalrescue.org

> Tend to the needs of shelter dogs (training, walking, playing and doing
enrichment activities)

> Manage a team of dog walkers, coaching and shadowing new members,
doing paperwork like tracking activities and dogs and their needs.