

Aline Sousa

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Professional Experience

11/2022 – 04/2025 Coris Brazil - Data analyst

Coris is an insurance company that sells international and national travel insurance plans and supports clients during their travels.

- Performing data analysis using statistical knowledge through Excel and Power BI to provide actionable insights for customer service improvement and quality.
- Understanding business problems and transforming them into numerical questions to create projects to improve performance in customer service and cost containments.
- Reporting results clearly and concisely to the executive board along with providing data to define KPIs.

Achievement: Based on data analysis and metrics contributed with IT team to design and develop the “I-syst”, Coris' own proprietary system to customers service requests. The company stopped spending almost 1 million BRL on annual licenses on outsourced systems.

08/2016 – 10/2022 Coris Brazil - Customer Service Supervisor

- Implementing and providing process of training that acquaints operators with company values, customer service principles, and technical skills required for their roles.
- Team orientation and providing ongoing support to ensure cohesion and productivity.
- Generating detailed reports and keeping service quality standards, with regular updates to the executive board on performance outcomes.

Achievement: Successfully reduced staff turnover over the past 3 years through targeted employee engagement programs and enhanced training initiatives; also implemented performance-based incentives and continuous feedback that boosted team productivity and quality.

Education

04/2024- 02/2026 State University of São Paulo- USP - Data Science and Analytics (MBA)

Final Project: Analysis of Air Transport Infrastructure and the International Tourism Market in Brazil using Machine Learning. Grade: 10

Advanced training in machine learning, big data, and business analytics. Core competencies:

Machine Learning: Supervised & unsupervised models • deep learning • time series Data Engineering: Python • data wrangling • cloud computing • model deployment Business Intelligence: Data visualization • statistical modeling • risk analytics Advanced Analytics: NLP • optimization models • network analysis • web scraping Focus on data-driven decision making and strategic implementation in corporate environment.

01/2023 – 02/2024 Conquer Business School - Data Analysis: Business Intelligence & Analytics (PGCert)

Data Fundamentals & Management: Data humanization and treatment • Data-driven decision making • Building

data-oriented culture • Data storage and processing tools • Excel (Basic to Advanced)

Business Strategy & Intelligence:

Data manipulation and organization for strategic planning • Business intelligence applications • Big data analysis • Descriptive statistics and predictive analytics

Technical Toolkit & Applications:

Power BI • SQL • Excel (Basic/Intermediate/Advanced) Data visualization • Statistical analysis • Agile methodologies in data analysis • AI applications in data

Communication & Value Generation:

Data storytelling and narrative development • Visual representation of data and KPIs • Ethical data practices • Transforming analyses into business value

06/2025 – 03/2026 Data Science Academy- Data Engineering Professional Program

Advanced training in modern data engineering stacks:

Cloud Infrastructure: Terraform • AWS • Azure • Databricks

Data Pipelines: Airbyte • dbt • SQL • PySpark • Apache Kafka

Data Architecture: Data Warehousing • Data Lakes • Lakehouse governance Data Processing:

Batch & stream processing • data modeling

01/2010 – 11/2014 State University of Bahia (UNEB), Jacobina, Brazil- English Language and Literature (B.Ed.)

Final Project: Interaction as a functional instrument in the development of Oral communication skill in English language. Grade: 9.1

Specializations: Teaching English as Foreign Language EFL, English grammar, English Literature, Linguistic, Phonetic and phonological studies.

Voluntary Work

03/2025 – 06 /2025 **Singularity Group**- development of Games and AI Tools for streaming, Forst, Germany. “Data Analyst” (**Volunteer**)

Performed data analysis in Google Analytics to identify user behavior patterns and generate actionable insights, enhancing website performance and improving the overall user experience.

Achievement: Through data analysis, identified a user who used the website’s AI image generation tool to create a profile for selling content in Twitter. This insight directly prompted the design and implementation of a new AI-based feature for creating profiles, resulting in a measurable increase in active user engagement on the platform.

Computer skills and Languages courses

Data Processing: SQL, Power BI, Tableau, Python

Microsoft Office: Word, Excel, PowerPoint

Courses: Google Data Analytics, Machine Learning, AI for Leaders, Figma, Git, GitHub, VSCode Portuguese:

Native | English: Advanced | Spanish: Advanced | German: Intermediate (B2)

Hobbies & Interests: Cultural exchange, sports, dancing and traveling.

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