

ALINE SOUSA

Data Analyst | Business Intelligence | Expertise in Insurance Field | SQL · Power BI · Python

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Professional Summary

Data Analyst with 3+ years delivering BI solutions and data-driven insights across operational, Insurance, and customer service domains. Proven impact including a 20% reduction in operational costs and contribution to a BRL 1M (€170K) cost-saving initiative. Currently based in Germany, completed an MBA at USP, TOP 1 University in Latin America (final project: 10/10), and expanding skills in data engineering (DBT, Airflow, AWS, Azure, Databricks). Fluent in English (C1) and Spanish (C1), advancing in German (B2). Open to on-site, hybrid, or fully remote roles across Germany and the EU.

Data analyst | Coris | Insurance | 11.2022 – 04.2025

- Designed and maintained Power BI dashboards (DAX, Power Query) serving executive leadership with real-time KPIs and operational performance insights across customer service operations.
- Built and optimized SQL pipelines (PostgreSQL) for data extraction, transformation, and reporting — reducing manual reporting effort by streamlining recurring analytics workflows.
- Led the BI development of 'Isyst', Coris' proprietary customer service platform, replacing outsourced software and generating approximately BRL 1M (~€170K) in annual licensing savings.
- Designed KPI frameworks and analytical monitoring processes supporting automation initiatives that contributed to a 20% reduction in operational expenses.

Identified financial inconsistencies in international currency exchange transactions through data analysis, improving cost control and payment process transparency.

Customer Service Operations Supervisor | Insurance | 08.2020 – 10.2022 | Coris Brazil

- Generated performance reports and dashboards for executive leadership, supporting strategic decision-making and service quality improvement.
- Applied people and customer analytics to monitor KPIs and increase service performance, quality, and operational efficiency.
- Led training, onboarding, and coaching initiatives that enhanced team readiness, engagement, and operational stability, contributing to consistently low employee turnover over three years and achieving the highest departmental scores in the Great Place to Work (GPTW) survey for two consecutive years.
- Contributed to the implementation and training of chatbots in customer service chat processes, supporting automation initiatives that improved response efficiency and customer experience.

Education

MBA in Data Science and Analytics | University of São Paulo (USP) -TOP 1 University in Latin America | 04.2024 – 02.2026

- Final Project: *Air Transport Infrastructure and International Tourism in Brazil using Machine Learning* (Grade: 10/10)
- Focus on machine learning, big data, statistical modeling, and business analytics applied to decision-making

Postgraduate in Business Intelligence & Analytics| Conquer Business School | 01.2023 – 02.2024

- Focus on business intelligence, data-driven decision-making, SQL, R, Power BI, Excel, and predictive analytics
- Training in data visualization, KPI development, and business storytelling

Data Engineering Professional Program | Data Science Academy | 06.2025 – 03.2026

- Training in modern data engineering stack including SQL, Python, PySpark, dbt, Airflow, AWS, Azure, Databricks
- Focus on data pipelines, data modeling, cloud infrastructure, and data architecture (lakehouse, data warehouses)

Bachelor in English Language and Literature| State University of Bahia (UNEB)|01.2010 – 05.2014

Voluntary Work

Singularity Group – Games & AI Tools for Streaming |03.2025 – 06.2025 | Forst, Germany

Data Analyst (Volunteer)

- Performed data analysis to identify user behavior patterns and generate actionable insights to improve website performance and user experience.
- Supported product improvement initiatives by analyzing user interaction data to identify opportunities for feature optimization and engagement growth.
- Identified a key user behavior pattern through data analysis of the AI image generation tool, leading to the design and implementation.

Technical Skills

Languages & Query: SQL, Python, DAX, Power Query

BI & Visualization: Power BI, Excel, Google Data Studio

Data Engineering: DBT, Apache Airflow, PySpark, ETL/ELT Pipelines

Cloud & Infrastructure: AWS, Azure, Databricks (in training)

Analytics: KPI Design, Data Modeling, Statistical Analysis, Dashboard Development, A/B Testing

Tools: PostgreSQL, Git/GitHub, Google Analytics, VS Code

Languages: Portuguese (Native) · English C1 · Spanish C1 · German B2

Hobbies and Interests

- Social dancing (Salsa, Bachata)
- Language learning
- Traveling and cultural exploration
- Neuro-Linguistic Programming (NLP)