

IZAMARA JESUS DO NASCIMENTO

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CAREER OBJECTIVE

To pursue a career in Data Analytics, Artificial Intelligence, and Machine Learning.

PROFESSIONAL SUMMARY

Professional transitioning into the Data and Artificial Intelligence field, currently pursuing a Bachelor's Degree in Artificial Intelligence (expected graduation: June 2028). Experience in Level 2 Technical Support, infrastructure management, troubleshooting, and operational analysis. Knowledge of Python, SQL, Pandas, TensorFlow, and Exploratory Data Analysis (EDA). Proactive, analytical, and results-oriented.

PROFESSIONAL EXPERIENCE

DR Sistemas – Level 2 Technical Support Analyst (01/2024 – Present)

- Installed and configured servers, VPNs, and IT infrastructure.
- Provided remote support and user training.
- Configured TEF systems, PIN pads, and digital certificates.
- Performed backup routines and basic SQL queries.

Rede Caetano – Tax Administrative Assistant (03/2022 – 08/2023)

- Imported and verified electronic invoices.
- Validated tax documentation.
- Updated product records and databases.
- Created spreadsheets and supported administrative analysis.

EDUCATION

Bachelor's Degree in Artificial Intelligence (In Progress)
UNIVESP – Distance Learning | Expected Graduation: 06/2028

Associate Degree in Information Technology Management
FATEC Prof. Wilson | Graduated: 12/2023

ADDITIONAL TRAINING

- Power BI – Udemy
- Data Structures and Algorithms – DIO
- Programming Logic – DIO
- LGPD and IT Security – Fundação Bradesco
- Pandas and TensorFlow Fundamentals

SKILLS AND COMPETENCIES

- Python, Pandas, SQL
- Data Modeling and Visualization
- Exploratory Data Analysis (EDA) and Statistics

- Machine Learning Fundamentals
- Problem Solving and Analytical Thinking

LANGUAGES

- English – Intermediate
- Spanish – Basic