



Vivian Oliveira Costa

Global Senior HR IS Analyst

I am an analytical data-driven person focused on digital transformation projects, innovation, circular economy, and business strategy with work experience in multiple segments such as Automotive Sector, Marketing & Sales, Energy & Utilities, Financial Services, and Financial Controlling.

10 years of work experience (Brazil- 5 years and Belgium - 5 years) including R&I, internships and traineeships.

Work Experience

Contact

+ 32 498461377

vivian.oliveira993@gmail.com

Brussels, Belgium

www.linkedin.com/in/vivian-oliveira-costa/

Brazilian and Portuguese

Education

2022-2023

Executive Program - Data Analytics
Cambridge University, England

2019-2020

Msc in Business Engineering and Finance
Gent University, Belgium

2013-2018

Msc in Industrial Engineering
UFRJ, Brazil

Msc in Industrial Engineering - FEUP,
Portugal

Languages

Portuguese - C2 Level

Native Language/Mother Tongue

English - C2 Level

Full Professional Working Proficiency

French - C2 Level

Full Professional Working Proficiency

Spanish and Italian - B2 Level

Professional Working Proficiency

Dutch and German - B1/A1 Level

Intermediate Level

Certification

- Lean Six Sigma Green Belt (2019)
- TOEFL IBT - Level B2 (2019)
- Excel and VBA applied to finance (2016)
- Agile for Practitioners (2020)
- Process Performance Improvement (2020)

Nov/2022 - Actual

Tractebel Engineering | Brussels, Belgium

Role: Global HR IS Analyst

- Optimize HR IS processes and propose innovative solutions.
- Perform consistency analysis on gathered HR data, and run queries to present them in an adequate form.
- Participate actively in the implementation of the solutions, prepare test scenarios and help to deploy them.
- Assess the Business Requirements, propose solutions and feasibility analysis and translate them into clear Functional Specifications.
- Develop self-service reports, implement dashboards and KPI.
- Roll out applications/systems worldwide with the applicable data privacy and security rules.

April/2022 - Oct/2022

Hazelheartwood | Leuven, Belgium

Role: Digital Transformation Consultant - Client: Toyota Motor Europe

- Consultant in digital transformation projects, a contractor of Toyota Motor Europe, with experience as a business analyst following agile methodologies (Scrum) and the tools to manage it (Jira & Jira Align).
- Work closely with different European country's stakeholders that are part of the Omnichannel Architecture project to guide them in identifying key functions/risks and to ensure that the data quality gaps are resolved and delivered in an efficient way. Perform data analysis of different Power BI dashboards.
- Roll-out applications/systems across Europe while managing a support process.

Sep/2021 - Jan/2022

CGI | Brussels, Belgium

Role: Business Consultant - Client: ENGIE IT

- Consultant in identity and access management, a contractor for ENGIE IT.
- Creation of dashboards in Power BI.
- Provide support to stakeholders by identifying their needs, solving issues, incidents, granting and revoking accesses.

Sep/2020 - Sep/2021

Tata Consultancy Services | Brussels, Belgium

Role: SAP CRM Consultant - Client: ENGIE Benelux

- Business Requirements Analysis at ENGIE Benelux in the marketing and sales department.
- Responsible for identifying the underlying Root Cause of errors in SAP CRM and SAP ISU and SAS during mass contracting for service and energy customer contracts. Monitoring of BPEM cases in SAP.
- Delivered and frequently presented KPI's follow-up meetings to clients.
- Customer Credit request analysis in Sales Force and Excel.



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Work Experience

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Brazilian and Portuguese

Education

2019-2020

Msc in Business Engineering
Gent University, Belgium

2014-2018

Msc in Industrial Engineering
UFRJ, Brazil

Msc in Industrial Engineering -
FEUP, Portugal

Languages

Portuguese - C2 Level
Native Language

English - C2 Level
Full Professional Working Proficiency

French - C2 Level
Full Professional Working Proficiency

Spanish and Italian - B2 Level
Professional Working Proficiency

Dutch and German - A2+ / B1 Level
Beginner/Intermediate Level

Certification

- Lean Six Sigma Green Belt (2019)
- TOEFL IBT - Level B2 (2019)
- Excel and VBA applied to finance (2016)
- Agile for Practitioners (2020)
- Process Performance Improvement (2020)

Aug/2019 - Jul/2020

Danone Belgium | Brussels and Rotselaar, Belgium

Role: Financial Controller Trainee

- Helped with accounting processes.
- Prepared reports for cost, volume, and price of products based on daily data extraction from SAP FICO, which made it possible to identify the key factors determining the YOY transfer price variation.
- Prepared production volumes reports, loss volume analysis, and transfer prices (2019 - 2020).
- Identified root causes for production losses through ad hoc analysis, using Essbase, SAP, and Excel.

Jan/2019 - Jun/2019

Allied Brazil | Rio de Janeiro, Brazil

Role: Commercial Executive Trainee - Client: Vivo, Oi, Claro, Tim

- I worked on the development of a Project in Power BI | Qlik integrated with MySQL in order to create dashboards to analyze the churn rate. In this project I could identify one critical online sales channel that represented 30% of lost in profits and I could build up a business plan and I could implement an action plan to mitigate the principal problems of the increase of the default rate of the customers.
- Mapping of national group distributors of mobile recharge to develop partnership.
- Modeling and Mapping Business Process using Bizagi enabled me to find 3 process that should be optimized in the commercial area.
- Analysis of results and performance improvement the KPIs in 15%.
- Simulation of scenarios for business strategy.

Mar/2018 - Sep/2018

DAVITA KIDNEY CARE | Rio de Janeiro, Brazil

Role: M&A Trainee - Client: Medical Clinics

- Valuation and Mapping of potential companies to merge or acquired with creations of databases using R, QGIS, MySQL and Excel daily basis. One of the targets identified by me represented 22% of its income in 2018.
- Business Intelligence tools to prospect new markets. Construction of Database with R, QGIS, VBA and Excel.

Oct/2017 - Jan/2018

Bank BBM | Rio de Janeiro, Brazil

Role: International Treasury Trainee

- Business Requirements Analysis at ENGIE Benelux in the marketing and sales department.
- Responsible for identifying the underlying Root Cause of errors in SAP CRM and SAP ISU and SAS during mass contracting for service and energy customer contracts. Monitoring of BPEM cases in SAP.
- Delivered and frequently presented KPI's follow-up meetings to clients.
- Customer Credit request analysis in Sales Force and Excel.

Sep/2020 - Sep/2021

Role: Digital Credit Analyst Trainee

Bank ITAU | São Paulo, Brazil

- I worked on the development of a cost-effectiveness calculator that has improved in 20% the profitability indicators in the sector, which has optimized the performance of the granting credit process.