

Rita Fonseca

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BASED IN ÉVORA, PORTUGAL

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DATE OF BIRTH: 21ST AUGUST 2000

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PROFILE

IT Engineering graduate with 3 years hands-on experience, mainly frontend development, web design, product management and data analytics. Comfortable working across the full web development stack, designing and building Wix-based websites, and creating tailored Power BI dashboards. Previous experience in application production support at an international banking institution adds a strong technical and process-oriented foundation.

Fluent in Portuguese and English (C1), with knowledge of Spanish, Italian, and French.

EXPERIENCE

SOFTWARE ENGINEER FREELANCER, MAR 2026 - PRESENT

- Development of Wix-based websites
- Frontend development (html, javascript, css)
- Data Analysis and data modelling
- Power BI dashboard development
- Generation of excel reports
- Technical writing

APPLICATION PRODUCTION SUPPORT (APS), BNP PARIBAS - ALENIA CONSULTANT, PORTUGAL, OCT 2024 - JAN 2026

- Handle functional and technical requests
- Responsible for start and end of day operations and communications according to the Follow-the-sun model
- Data extraction using SQL queries
- Monitor and manage servers and jobs using Linux commands and Dynatrace
- Connectivity checks with external servers
- Documenting new processes and improving existing documentation in a shared library with the team
- Create, execute and close planned changes to the applications
- Detect and follow-up on new incidents and / or problems with the application
- Created a dashboard in Power BI to track team KPIs

JUNIOR ANALYST, ARPA ELASTIC SOLUTIONS, PORTUGAL, JUN 2023 - SEPT 2024

- Research of several Process Mining systems and tools available in the market
- Functional requirements elicitation of multiple projects dealing directly with different clients
- Create a KPIs star-schema database model for the company and build a Power BI dashboard using it

DISSERTATION FOR THE MASTERS IN IT ENGINEERING, UNIVERSITY OF COIMBRA, PORTUGAL, SEPT 2022 - JULY 2023, FINAL GRADE 19 OUT OF 20

Development and research in Process Mining applied to Software Repositories. The goal was to study six different groups of students that were developing college projects using agile methodologies, and to see if it was possible to mine their processes using process mining techniques and build a visual model of their work process using only their GitLab repository.

TECHNICAL SKILLS

CODING LANGUAGES: Python; Power BI; SQL; Linux; JavaScript; Java; C++; C; C#; HTML; CSS; LaTeX

LIBRARIES: Numpy; Pandas; Pm4Py; PyDriller; PyScript; Spring

CONCEPTS: Process Mining; Agile Methodologies; Scrum; Functional and Non-Functional Requirements; Object-Oriented Programming; Relational Databases; Data Analytics; Star-Schema Database Models; RPA; APS; ITIL; Wix CMS; DNS; REST; Follow-The-Sun Model

SYSTEMS: Power BI; Git; Excel; Overleaf; UiPath; Unity; Jira; Trello; Dynatrace; Confluence; ServiceNow; Wix

EDUCATION AND CERTIFICATIONS

- Alenia Consulting, IT Production Academy, Lisbon, Portugal - ITIL 4 Foundation Certification, 2025
- Universidade de Coimbra, Coimbra, Portugal - Masters in IT Engineering, specialized in Software Engineering, 2023
- Universidade de Coimbra, Coimbra, Portugal - Bachelor's in IT Engineering, 2021