

Natan Cardeal

Data Specialist & Business Analyst

● Available for new opportunities

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Curitiba, PR — Brazil

PROFESSIONAL SUMMARY

Data Specialist and Business Analyst with 7+ years of experience in data analysis, process automation, and business intelligence across insurance and fintech industries. International experience working with American companies, maintaining daily English communication with distributed US teams for 3+ years. Currently pursuing a B.S. in Big Data & Analytical Intelligence at PUCPR. Also working as a full-stack web developer at Agência Biomo, building production applications with TypeScript, React, and Next.js.

PROFESSIONAL EXPERIENCE

Data Specialist — Quality & Performance Analytics

Jul 2023 – Present

Jones Software

Remote (USA) — Insurance SaaS B2B Platform

- Monitor performance metrics and data quality, communicating trends to leadership through Power BI dashboards
 - Built automated validation routines in Python (Pandas) for error pattern detection and defect rate reduction
 - Conducted programmatic data quality reviews across client deliveries; partnered with cross-functional teams
- Python · SQL · Power BI · Excel · Jira · Salesforce

Business Analyst II — CX & Process Improvement

Aug 2024 – Jan 2025

Dimensa Tecnologia

Curitiba, Brazil — Fintech SaaS B2B

- Prioritized backlog initiatives based on data and customer needs, aligning deliveries to strategic roadmap
 - Translated product requirements into actionable engineering specifications; engaged multiple stakeholders
- Jira · Confluence · SQL · Agile · Scrum

Quality Control Analyst — QA Standards & Calibration

Mar 2023 – Jul 2023

Jones Software

Remote (USA) — Insurance SaaS B2B Platform

- Developed QA standards and evaluation criteria; conducted calibration sessions for quality alignment
 - Investigated systemic issues through root cause analysis
- QA Standards · Root Cause Analysis · Excel · Jira

Compliance Auditor — Audit & Root Cause Analysis

Nov 2021 – Mar 2023

Jones Software

Remote (USA) — Insurance SaaS B2B Platform

- Conducted systematic audits against regulatory and internal standards with severity classification
 - Created standardized documentation (checklists, templates, scoring rubrics) adopted across the team
- Compliance · Audit · Documentation · Salesforce

Web Developer (Full-Stack)

Oct 2025 – Present

Agência Biomo

Balneário Camboriú, Brazil — Freelance

- Built production web applications using TypeScript, React, Next.js, NestJS, and Firebase
 - Wrote Playwright E2E and Vitest unit tests; integrated REST APIs and third-party services
- TypeScript · React · Next.js · NestJS · Firebase · Playwright

PROFESSIONAL EXPERIENCE (CONTINUED)

Operations Manager — Customer Support & Quality

Mar 2019 – Dec 2021

E360 Insurance Advisory

Balneário Camboriú, Brazil — Insurance Advisory

- Managed end-to-end support operations; standardized processes achieving +65% productivity, +45% revenue growth
 - Monitored KPIs (SLAs, accuracy, turnaround); worked with insurers: Berkley, Starr, Zurich
- Excel · CRM · Insurance · SLA · Training

Claims & Policy Analyst

Feb 2017 – Mar 2019

Slomp Insurance Brokerage

Balneário Camboriú, Brazil — Insurance Brokerage

- Managed claims operations from intake to resolution; established quality controls for policy issuance
- Insurance · Claims · Policies · Compliance

TECHNICAL SKILLS

Data & Analytics

Python, SQL, Power BI (DAX), Pandas, Advanced Excel, BigQuery, Data Modeling, Google Analytics

QA & Quality

Playwright (E2E), Vitest, Root Cause Analysis, Data Validation, Compliance Auditing, QA Standards, Regression Testing

Web Development

TypeScript, React, Next.js, Node.js, NestJS, Prisma, Firebase, Tailwind CSS, Three.js, REST APIs, Git

Product & Tools

Jira, Confluence, Salesforce, Agile (Scrum/Kanban), GitHub Actions (CI/CD), Slack/Teams, Google Workspace

EDUCATION

B.S. in Big Data & Analytical Intelligence

PUCPR — Pontifical Catholic University of Paraná

2024 – 2027

Data Analytics · Python · SQL · Data Modeling · BI · Applied Statistics · Data Governance · AI/ML

CERTIFICATIONS

Digital Business Metrics — PM3 (2023)

Python 3 (Modules 1 & 2) — Curso em Vídeo (2022)

Licensed Insurance Broker — ENS/SUSEP (2020)

Power BI — Data Analysis — Microsoft Learn (2023)

Agile & Scrum Fundamentals — Coursera (2024)

Language Exchange Program — iTTTi Vancouver (2015)

LANGUAGES

Portuguese — Native

English — Advanced (Business Fluent)

3+ years of daily professional use with US-based teams

PORTFOLIO & PROJECTS

Tupa FC

tupa.fc.com.br

Football club website + PWA membership app with payments, QR codes, and admin dashboard.

Biomo Agency

biomo.com.br

Marketing agency site with WebGL shaders, 3D animations, and visual review system.

Performance Dashboard

Jones Software

Power BI dashboard for monitoring performance metrics with Python automations for error pattern detection.

Data Validation Automation

Jones Software

Automated pipeline for data validation in client deliveries, reducing defect rates.