DAVI D'ANDRÉA SIQUEIRA

C# .NET Developer | SQL | Customer Success

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PROFESSIONAL SUMMARY

C# .NET Developer and Customer Success Analyst with experience in ERP systems and SQL databases. I work with the support team to develop tools, analyze data and resolve customer issues, focusing on service quality and the user experience.

TECHNICAL SKILLS

Development and data: C# .NET, Node.js, TypeScript, SQL databases and Oracle.
Focus areas: ERP systems, Customer Success, technical support, data analysis and SLA.

PROFESSIONAL EXPERIENCE

Hino Sistemas de Gestão - ERP | Feb 2025 - Present

Customer Success Analyst & C# Developer | Jul 2026 - Present

- Develop tools in C# .NET with the support team to improve HINO ERP functionality and the user experience.
- Analyze and update large datasets using SQL, supporting the investigation and resolution of system issues.
- Support customers and help improve resolution times (SLA) across tax, finance, accounting, logistics, sales, purchasing and customization modules.

Technical Support Analyst (Helpdesk) | Feb 2025 - Jul 2026

- Provided HINO ERP support across tax, accounting and finance modules, resolving customer questions and technical issues using SQL queries in Oracle.

Praticx | Support Analyst | Jan 2025 - Feb 2025

- Supported PRATICX customers and ran SQL queries to help resolve issues.

Prefeitura Municipal de Limeira (City Government) | IT Intern | Aug 2024 - Jan 2025

- Helped increase the share of tickets resolved in less than one day from 60% to 74.78%, an improvement of 14.78 percentage points.
- Handled more than 400 support and maintenance activities over six months, closing an average of 80 to 100 tickets per month.
- Organized work tools and provided support across a range of technical issues, helping the team collaborate and respond more efficiently.

EDUCATION

Bachelor's Degree in Computer Science | Universidade Paulista (UNIP)
6th semester | On-campus | 2024 - 2027 (expected graduation)

ADDITIONAL TRAINING

CCNAv7: Introduction to Networks - SENAC, Limeira/SP | Feb - Aug 2025.

Courses in C# and Java (Nélio Alves), web development (Angela Yu), Node.js (Maximilian Schwarzmüller), SQL and NoSQL (Alura), and CS50 (Harvard/edX).

LANGUAGES

Native Portuguese | Advanced English (C1 - EF SET) | Intermediate Spanish | Basic French