

Lucas Colling Zappe

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Summary

Entry-level data analyst with a degree in Electrical Engineering, transitioning from a career as a diving instructor.

Skills

Proficient in **Excel**, **Google Workspace**, **SQL**, and **R**. Basic understanding of **Python** and **Tableau**. Strong **analytical** and **problem-solving** skills. **Communicative** and **team-oriented** professional.

Education

Coursera

ONLINE – MAR 2024

Google Data Analytics Professional Certificate

Frankfurt University of Applied Sciences

FRANKFURT, GERMANY – AUG 2013 - JUL 2014

Exchange Program in Telecommunications Engineering

Universidade Federal do Rio Grande do Sul

PORTO ALEGRE, BRAZIL – MAR 2010 - SEP 2016

BSc. in Electrical Engineering

Experience

Freelancer – *Diving Instructor*

WORLDWIDE – SEP 2018 - FEB 2024

- Handled various requests from divers, frequently devising solutions to problems on-the-spot and with limited resources, while securing the well-being of individuals and smooth operation of trips.
- Catered to a diverse clientele with varying needs across global dive centers, demonstrating flexibility and adaptability in various situations and scenarios, ensuring expectations were met.
- Attended to customers from multiple cultural backgrounds, proficiently communicating in different languages and styles, fostering personal connections and client satisfaction.

Água Viva Mergulho – *Diving Instructor*

FLORIANÓPOLIS, BRAZIL – DEC 2016 - JUL 2018

- Established clear and effective communication to ensure proper learning for students across a broad spectrum of skill levels. Collaborated with a team of instructors to teach courses from beginner to professional levels.
- Led “Discover Scuba” programs, routinely simplifying and explaining complex concepts for novice participants, making sure ideas were comprehended and customers felt relaxed and confident.
- Proactively addressed daily workflow issues by designing, implementing and conveying new procedures to team members, leading to improved organization, efficiency and overall team satisfaction.

Me Salva! – *Content Manager*

PORTO ALEGRE, BRAZIL – AUG 2015 - OCT 2016

- Managed a team of 20+ freelance content creators, handling aspects from hiring and training to supervision and payroll, guaranteeing streamlined operations.
- Set creation priorities, organized course structures, determined release schedules, and published new materials, improving educational offerings for engineering students.
- Reviewed and refined over 500 video lessons through creator feedback, elevating educational content quality and alignment with learning objectives.

Languages

Portuguese (Native), English (C2), Spanish (B2).