

Brenda Mendes Rodrigues

Laboratory Systems & Quality Professional | LIMS | ISO 9001 | SAP | Data Analysis

Based in Brazil | Open to Relocation | Advanced English | US Market Experience
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PROFESSIONAL SUMMARY

Laboratory Systems and Quality Professional with 7+ years of experience supporting laboratory operations, LIMS implementation, ISO 9001:2015 compliance, process optimization, analytical data management, and cross-functional operations. Experienced working in client-facing and technical support environments, bridging laboratory workflows with business and technology solutions. Strong background in stakeholder communication, KPI reporting, SOP development, regulatory compliance, and operational improvement initiatives.

TECHNICAL SKILLS

LIMS (MyLIMS) • ISO 9001:2015 • SAP ERP • KPI Reporting • Excel Dashboards • Data Analysis • Process Improvement • SOP Development • Stakeholder Management • Regulatory Compliance • Technical Documentation • Quality Assurance

PROFESSIONAL EXPERIENCE

Implementation Analyst | Confiense (US-based Company)

Apr 2026 – Present | Remote supporting US operations

- Lead end-to-end implementation of MyLIMS solutions for laboratory clients across multiple industries.
- Conduct stakeholder interviews and workflow discovery sessions to define business and operational requirements.
- Configure staging and production environments while improving implementation organization and reducing deployment rework.
- Develop process documentation, workflow mapping, and training materials aligned with laboratory operations.
- Deliver end-user training and post-go-live support, improving client adoption and operational independence.
- Collaborate with developers, support teams, and third-party vendors to troubleshoot technical issues and ensure successful project delivery.

Laboratory Technician | ICC Animal Nutrition

Sep 2025 – Apr 2026 | Jundiaí, Brazil

- Performed 80+ bromatological and physicochemical analyses daily while maintaining analytical traceability and compliance standards.
- Managed analytical data using SAP ERP and Excel-based reporting systems, improving reporting consistency across operational teams.
- Developed KPI dashboards and tracking spreadsheets supporting data-driven operational decisions.
- Supported corrective action initiatives and continuous improvement processes through analytical trend monitoring.

Professional Development & Cultural Exchange Program | USA

Jan 2023 – Jun 2025 | New Hampshire, USA

- Developed advanced English proficiency through full professional and cultural immersion.
- Strengthened communication, adaptability, and cross-functional collaboration skills in international environments.
- Built strong interpersonal and problem-solving skills applicable to global technical operations.

Chemical Technician & Technical Lead | Avanti Química

Jul 2019 – Jan 2023 | Itupeva, Brazil

- Led ISO 9001:2015 implementation across two industrial sites, supporting full certification within approximately 8 months.
- Standardized SOPs, quality workflows, and operational documentation, improving process consistency and audit readiness.
- Managed compliance reporting for 30+ controlled chemical substances with zero regulatory violations during tenure.
- Delivered internal training programs on ISO standards, safety procedures, and quality processes.
- Supported successful external audits with zero critical non-conformities.

- Served as technical contact for 20+ client accounts, supporting operational improvements and customer relationship management.

Laboratory Assistant | Avanti Química

Dec 2017 – Jul 2019 | Itupeva, Brazil

- Performed physicochemical analyses including titration, spectrophotometry, density, and pH testing.
- Maintained quality documentation and laboratory records ensuring analytical traceability.
- Prepared compliance documentation for controlled substances submitted to regulatory authorities.
- Supported ISO 9001 implementation activities through process documentation and quality record organization.

Customer Service Support Technician | FIS Brasil

Aug 2016 – Dec 2017 | Jundiaí, Brazil

- Provided customer support in a regulated financial services environment while maintaining CRM accuracy.
 - Identified workflow inefficiencies and contributed to process improvement initiatives.
 - Acted as liaison between customers and insurance agents, translating technical information into accessible communication.
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EDUCATION

Bachelor of Science in Chemical Engineering — Centro Universitário Padre Anchieta | 2016 – 2020

Technical Degree in Chemistry — Centro Universitário Padre Anchieta | 2014 – 2015

LANGUAGES

Portuguese (Native) | English (Advanced – Full Professional Immersion in the USA)