

Thais Barros da Silva

São Paulo SP 08526-130| (11) 91122-4980

Information Systems| ERP| SAP

barrosdasilvathais@gmail.com | <https://www.linkedin.com/in/thais-barros-4215b1180/>

PROFESSIONAL SUMMARY

Information Systems student with hands-on experience in ERP support, business process analysis, requirements gathering, incident resolution and enterprise system integration. Experienced working with SAP, NetSuite and LabWare LIMS, supporting end users, documenting business processes, troubleshooting issues and contributing to continuous process improvement. Strong analytical and problem-solving skills with experience collaborating across technical and business teams.

Fluent in Portuguese and English, with intermediate Spanish

CORE COMPETENCIES

- ERP Support
- Business Process Analysis
- Requirements Gathering
- Incident Management
- Troubleshooting
- SQL
- Root Cause Analysis
- Process Documentation
- SLA Monitoring
- KPI Monitoring
- Functional Testing
- User Support
- Cross-functional Collaboration

Programming Languages

- Java | JavaScript | Python | HTML | CSS

ERP & Business Applications

- SAP | NetSuite | Labware LIMS

Tools

- Jira | Monday.com | Crystal Report| Microsoft Office| Microsoft Power Point| Microsoft Excel

Metodologias

- Scrum
- Kanban
- Gestão de Projetos
- Melhoria Contínua
- Trabalho em Equipes Multidisciplinares

EDUCATION

Faculdade Metropolitana Unidas, São Paulo, Brazil

Bachelor of Information Systems | Expected Graduation: January 2028

Raritan Valley Community College, Branchburg, NJ

Associate of Science in Information Systems & Computer Science | Graduated *May-2025*. **GPA: 3.65**

Honors: Dean's List, Phi Theta Kappa Academic Honor Society, NSLS (National Leadership & Service) Raritan Promise Scholarship, Raritan ESL Scholarship, Fundamental Fairness Scholarship

Relevant Courseworks:

Database Development & Design | Systems Analysis & Design | Web Page Development Foundations of Computer Science | Introduction to Business | Macroeconomic

CERTIFICATIONS: SAP Materials Management – KaSolution (2021)
LabWare LIMS Certification (2025)

PROFESSIONAL EXPERIENCE:

Systems Development Analyst - LabWare | São Paulo, Brasil 09/2025 – 07/2026

- Configured and customized LabWare SampleManager modules (Batch, Lot and Sample Scheduler).
- Developed laboratory sample workflows ensuring traceability and regulatory compliance.
- Supported ERP-LIMS integrations involving SAP, Oracle NetSuite and laboratory instruments
- Performed requirements gathering (URS), Fit-Gap analysis and solution definition.
- Analyzed application logs to investigate incidents and identify root causes.
- Documented incidents, technical procedures and implemented solutions.
- Monitored SLAs and operational KPIs to support continuous service improvement.
- Collaborated with business stakeholders and technical teams to validate business requirements.
- Used Jira to track incidents, defects and project activities.
- Provided functional support to end users, resolving incidents and answering system-related questions.
- Used SQL queries to validate data and support incident investigations.

Intern – Merit SI | New Jersey, Estados Unidos | 2024

- Supported Oracle NetSuite ERP implementation projects.
- Conducted business data analysis and process improvement initiatives.
- Developed customized templates to optimize business processes.
- Automated repetitive tasks using Python.
- Collaborated with business stakeholders and technical teams throughout implementation activities.
- Produced management reports to support operational analysis and decision-making.

Helpdesk Technican - Porto Seguro | São Paulo, Brasil | 2020

- Provided first-level technical support for hardware and software issues.
- Registered, tracked and resolved support tickets according to SLA requirements.
- Escalated incidents to specialized technical teams when necessary.