Lannara Natyelle Santos Silva

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WORK EXPERIENCE

ORDER MANAGEMENT SPECIALIST GLOBAL EXPORT – 2026 – Current – EATON, HUNGARY

• Manage end-to-end export order execution for global customers, coordinating with logistics, finance, and compliance teams to ensure timely and compliant processing.
• Built a one-click Excel VBA automation for Lead Time and Abnormal Demand reporting, reducing processing time from around 60 minutes to 15 minutes and improving daily team efficiency.
• Created a self-directed 90-day onboarding plan to address knowledge gaps in a new role; shared the structure with HR and leadership and contributed ideas to broader onboarding improvements for new joiners.
• Monitor order-performance KPIs, resolve stakeholder issues, and support continuous improvement in a fast-paced international environment.

PEOPLE SUPPORT OPERATIONS SPECIALIST – ROCHE – 2023 – 2026 – HUNGARY

• Delivered end-to-end HR operations support for the Spanish affiliate, handling onboarding, offboarding, employee data changes, case management, and live employee support through Workday and ServiceNow.
• Managed high service volumes while maintaining SLA performance, including 82 tickets and 45 operational tasks completed in one month.
• Designed and implemented an operating approach that improved live chat responsiveness and supported achievement of a 60-second KPI target.
• Provided critical HR support and expertise for the Workday Time & Absence module implementation for the Spanish affiliate, ensuring a smooth and error-free go-live. During this implementation, I provided support to the PeopleDoc to Workday data template migration, quality assurance, testing, and UAT.
• Created and maintained work instructions and team documentation, reducing repeat questions and helping accelerate knowledge transfer for colleagues.
• Contributed to a 6-month Mobility Operations rotation, expanding experience in cross-border HR service delivery and process compliance.
• Supported reporting and workflow improvements through Monday.com and team-report automation initiatives.

TECHNICAL SUPPORT ENGINEER – INSTRUCTURE – 2021 – 2023 – HUNGARY

• Provided Tier 1 support for Canvas LMS users through tickets, live chat, and calls, strengthening case-handling, communication, and problem-resolution skills.
• Partnered with internal teams using Salesforce, Jira, and Confluence to escalate and track complex issues.
• Led translation and quality assurance work for 400+ help articles across 10 languages, demonstrating accuracy, documentation discipline, and cross-team coordination.

CUSTOMER SERVICE REPRESENTATIVE – TRANSCOSMOS INC. – 2020 – 2021 – HUNGARY

• Resolve customer complaints related to the e-commerce channel in a friendly and timely manner to ensure high customer satisfaction.
• Handle incoming chat and e-mail correspondence from Fossil Group customers in the U.S. and Canada.
• Proceed with tasks using Zendesk, SAP, Salesforce, CyberSource, PKMS (AS400), and other tools.

EDUCATION AND TRAINING

2020 – 2022 Hungary
MASTER'S IN AGRICULTURAL ENVIRONMENTAL MANAGEMENT ENGINEERING University of Debrecen

Final grade 4.9

2018
BACHELOR'S IN AGRONOMY Federal University of Maranhão

LANGUAGE SKILLS

Mother tongue(s): **PORTUGUESE**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
SPANISH	C1	C1	C1	C1	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

SKILLS

Google Suite | Service NOW | Problem-solving | Team-work oriented | Microsoft Office | SAP | Good listener and communicator | Creativity | Innovation | Adaptability | Excel VBA | Salesforce | Workday | Supply Chain | Analytical skills | Human Resourses | Solution-oriented collaborative and proactive attitude | n8n | Lovable | Prompt Engineering | customer service | Automation

VOLUNTEERING

03/09/2020 – 29/01/2021
Ambassador

• ISFiT is a non-profit organization that promotes the world's largest international student festival. As an Ambassador, I have worked in my home community to promote both ISFiT, its values, and facilitate discussion around the theme of this year's festival: Creating Knowledge.

03/06/2020 – 29/09/2020
Ambassador

• I was trained to develop my leadership and advocacy skills. I will also learn about literacy as a human right and support the WLF literacy project in Colombia.

13/02/2019 – 31/12/2022
Global Ambassador

• We are a passionate community of volunteers who support Duolingo's mission to bring free education to the world. As an Ambassador, I am responsible for promoting language exchange events.

HONOURS AND AWARDS

2026
Finalist (Top 15 / 100+ teams) – PwC AI Hackathon – PwC

• Built Korvo Inc., an AI-powered HR Workforce Intelligence Loop platform providing HR teams continuous, actionable visibility into workforce health. Korvo unifies pulse surveys, performance signals, and attrition indicators into a closed intelligence loop, enabling organizations to identify employee flight risk 30–60 days before resignation and intervene proactively. Shipped a production-ready MVP in 24 hours (using Lovable); pitched to a PwC GenAI Lab jury.

Link pwc.com/hu/pwc_ai_hackathon

15/12/2020
2nd place - Game Jam Feira Preta – Instituto Feira Preta

• Won second place being part of the project "Level Up, Beatriz!" in the Game Jam competition. I participated in the creation of that game which is a Pixel Art adventure game with RPG elements.

Link https://bit.ly/3gLt1fK

06/03/2021
3rd place - Climate Change-Makers Challenge – The OATHE project

• Participated a project to create "BeeCOOLess", an app for designing shopping lists based on lifestyle choices. Based on your list and a 5% extra budget, our algorithm finds greener offers, helping you fight climate change within budget.

Link https://bit.ly/2OdON1Q

16/07/2020
3rd place - Mansão Tech Hackathon – Mansão Tech

• Won third place in the Hackathon Mansão Tech, a contest promoting innovation and entrepreneurship to create new businesses for cities using technology, aiding companies and consumers in digital transformation.

Link https://bit.ly/2KqvznG

04/04/2019

Program Inside Award 1ª, 2ª y 3ª phase – University of Jaén

• The program for University of Jaén students has three phases: 1 (Identifying needs), finding problems; 2 (ideal solution), devising best solutions creatively; 3 (business development), valuing marketable proposals for solutions.

Link https://www.infojaen.com/entregados-los-premios-de-la-primera-fase-del-programa-de-emprendimiento-inside-uja/

06/09/2020

Stipendium Hungaricum scholarship – Hungarian Government

• Master's degree program at the University of Debrecen in Hungary for 2 years.

03/09/2018

Atracción del Talento Grado scholarship – University of Jaén

• Exchange program at the University of Jaén in Spain for 1 year.

03/08/2013

Science Without Borders scholarship – CAPES - Coordenação de Aperfeiçoamento de Pessoal de Nível Superior

• Exchange program at Illinois State University for one and a half years in the United States.