JULIANA MOREIRA FEITOSA

São Paulo, Brazil
msjulianamoreira@gmail.com | +55 11 95818-0345
linkedin.com/in/julianamoreirafeitosa

PROFESSIONAL RESUME

IT Governance, ITSM & Data Governance Professional with 6+ years leading IT change management, service governance, and data management across global enterprise and banking environments. Specialized in ITIL 4, ServiceNow, SAP SolMan, CAB facilitation, release risk assessments, and data stewardship (MDM, Metadata Management, Business Glossaries). Skilled in translating governance and compliance requirements into auditable, business-aligned operational controls.

PROFESSIONAL EXPERIENCE

NTT DATA, INC.

Data Governance Analyst | Oct 2024 – Present

- Define governance policies, operating procedures, and controls that establish accountability, data lifecycle requirements, and access rules across business and technology teams.
- Structure governance gates for delivery squads, linking existing policies to control requirements, adoption monitoring, and documented evidence.
- Develop RACI matrices and stewardship workflows to clarify accountability across engineering and business teams.
- Standardize governance documentation in SharePoint and automate recurring activities with Power Automate, saving approximately 7.5 hours per week.
- Define governance KPIs in Power BI and Azure DevOps to monitor delivery progress, risks, and implementation.

Change & Release Management | Oct 2023 – Oct 2024

- Reviewed ServiceNow change records within a banking change-management operation processing more than 200,000 changes per month.
- Facilitated Change Advisory Board (CAB) meetings and approved or rejected critical changes for assigned technology towers based on risk and implementation readiness.
- Validated technical documentation, impact assessments, implementation plans, and rollback plans before approval and progression to deployment.
- Handled normal, critical, emergency, and break-glass changes through ServiceNow approval workflows, applying ITIL-based change controls.
- Analyzed release-management indicators from delivery squads and issued recurring communications on release status, risks, and governance requirements.

NESTLE

IT Process Lead | Jun 2023 – Sep 2023

- Reviewed 80+ monthly IT and SAP deployments, assessing implementation risks, technical documentation, approval requirements, and Segregation of Duties (SoD) controls.
- Developed Power BI dashboards and Power Query data models to consolidate global infrastructure data, standardize reporting, and track operational KPIs.
- Coordinated complex incidents, changes, and service compliance requests through ServiceNow and SAP Solution Manager, supporting investigation, escalation, and resolution.
- Supported global IT governance and ITIL Change Management processes across operations spanning 100+ countries, improving change traceability, reporting transparency, and compliance.

IT Process Analyst | Jun 2022 – Jun 2023

- Coordinated IT and SAP Change Management, reviewing implementation requests, technical dependencies, operational risks, and deployment documentation.
- Validated implementations against governance controls, approval workflows, Segregation of Duties (SoD), and audit evidence requirements.
- Applied ITIL 4 practices to incident management, change enablement, service continuity, and process improvement; developed Power BI reports to monitor infrastructure performance and service KPIs.

SONDA PROCKWORK INFORMATICA LTDA

IT Process Improvement Technician | Jan 2021 – Jan 2022

- Developed and monitored 7 monthly operational KPIs and governance scorecards, tracking service performance, incidents, changes, risks, and compliance.
- Standardized 40+ knowledge base articles, technical procedures, access control workflows, and process documentation to improve operational consistency and knowledge management.
- Supported nationwide Incident and Change Management processes in ServiceNow, applying ITIL 4 practices, documenting controls and workflows, and identifying process improvement opportunities.

Information Technology Intern | Jan 2020 – Dec 2020

- Provided Level 1 IT support, managing incident classification, troubleshooting, service requests, escalation, and technical documentation.
- Supported IT process mapping, governance documentation, and Identity and Access Management (IAM), including access request validation and approval workflows.

CORE SKILLS

ITSM: IT Service Management, ITIL 4, IT Change Management, Change Enablement, Change Advisory Board (CAB), Release Management, Incident Management, Knowledge Management

Change Controls: Change Risk Assessment, Impact Analysis, Implementation Readiness, Rollback Plans, Emergency Changes, Change Approvals

Governance: IT Governance, IT Process Improvement, Standard Operating Procedures (SOPs), RACI, Access Management, Segregation of Duties (SoD), KPI Reporting

TECHNICAL SKILLS

Service Management: ServiceNow, SAP Solution Manager (SolMan)

Reporting & Workflow: Power BI, Power Query, Excel, SharePoint, Power Automate, Azure DevOps

Data Governance: Microsoft Purview, OpenMetadata, SQL, Python, Data Classification, Role-Based Access Control (RBAC)

EDUCATION

Postgraduate Certificate in IT Governance, Digital Security, and Data Management
Pontifícia Universidade Católica (PUC), Brazil | 2026

Bachelor's Dregree of Computer Science
Universidade Paulista (UNIP), Brazil | 2022

LICENSES & CERTIFICATION

ITIL 4 Foundation - AXELOS | 2025

Artificial Intelligence and Data: Regulation and Governance – Data Privacy Brasil | 2025

Scrum Foundation Professional Certificate – Certiprof | 2020

LANGUAGES

Portuguese: Native | English: Intermediate (B1)