João Aguiar

Job Title
Manager at Easy Delivers

Age
30

Highest Level of Education
University (Master's degree)

Goals

- Manage the riders who work for the company he runs
- Application with lots of information related to each rider and functionalities

Frustrations

- Buggy application
- Application crashes
- Not being able to get an overall performance of all riders

Environment

He is a person with high technological literacy, always up-to-date with new technologies that help him to do his work with better discipline. Being one of the managers of the company, he expects to see at least once a day some statistical data related to the work performed by his employees to assess the quality of the services provided by them, namely obtaining the average delivery time of the riders and the score of a specific rider. For him, what matters is that the application makes it easier for him to analyze the riders' performance, so he is not concerned with too many different functionalities.