



Gustavo Caldas Souza

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Nationality: Brazilian, Portuguese

WORK EXPERIENCE

[11/2022 – Current]

RPA Developer

LCG

City: Lisboa

Country: Portugal

- Developing and maintaining automation to optimize processes and improve efficiency, while also participating in meetings to gather requirements and ensuring follow-up until a solution is ready for production;
- Conducting meetings to test and validate the developed solution, assisting with the integration of new elements, and contributing to the improvement of processes.

[03/2021 – 11/2022]

RPA Developer

ARPA Elastic Solutions

City: Porto

Country: Portugal

- Automating business processes using UiPath;
- Developing requirements, testing, and delivery documentation;
- Using agile methodologies practically.

Technologies include UiPath Studio, Bizagi, Postman, VBScript, Agile, Teamwork, Visual Studio Code, and Google Workspace.

[28/08/2019 – 02/2021]

RPA Developer

Randstad

City: Porto

Country: Portugal

- Automate survey requirements, develop and test RPA scripts, and provide implementation support;
- Integrate systems for mass data entry, capture external information, monitor events and send alerts, and search documents, among other applications;
- Use UiPath to create business process automation solutions;
- Develop documentation for requirements, testing, and delivery;
- Utilize agile methodologies in practice.

Technologies used include: UiPath Studio, SoapUI, MySQL, Visio, GitLab, Git, Jira, Agile, Confluence, UiPath Orchestrator, VBScript, Visual Studio Code, Office 365.

[15/07/2018 – 14/04/2019]

Intern at Direção Plataforma Digital das Redes

EDP

City: Porto

Country: Portugal

- Implementation of Agile methodologies, managing Business Intelligence projects, and creating metrics and benefits were key responsibilities during my professional internship with EDP - Distribuição, I worked in the Direção Plataforma Digital das Redes, specifically in the Sistemas Mission Critical Area and with the Unidade de Desenvolvimento Aplicacional.

Relevant technologies utilized include Office 365 and Agile methodologies.

[08/2015 – 27/08/2019] **Contact Manager**

Randstad

City: Porto

Country: Portugal

- Generating new contracts for a Portuguese communications and entertainment group targeting residential clients through telephone customer service;
- Monitoring and managing client portfolios by developing activities that enhance client-institution relationships;
- Creating strategies to increase business growth, identifying cross-selling opportunities, and maintaining existing commercial relationships;
- Participating in training sessions to disseminate information on commercial policies and objectives;
- Completing all associated administrative tasks;
- Maintaining accuracy and currency of information within systems;
- Protection of the legal interests of the company and its customers.

[05/2013 – 07/2014] **Commercial Manager**

Computer Store

City: Fortaleza

Country: Brazil

- Management of the Imagination subsidiary;
- Responsible for the sales department;
- Management of stock supply;
- Sales team management.

[03/2011 – 05/2013] **Marketing Analyst**

Computer Store

City: Fortaleza

Country: Brazil

- Directly assist marketing management;
- Monitor research planning;
- Provide administrative services to the company;
- Manage relationships with service and consumer goods providers;
- Analyze the market and competition;
- Develop social media strategies.
- Conducting analysis and measurement of results;
- Specializing in product development;
- Performing administrative processes and routines.

[03/2009 – 03/2011] **Technical Assistant**

Procuradoria Geral do Estado do Ceará - PGE

City: Fortaleza

Country: Brazil

- Monitoring all progress reports from the process analysis teams;
- Supporting the implementation of new processes and electronic bidding systems;
- Gathering the necessary system requirements;
- Monitoring system enhancements and conducting testing;
- Providing detailed advice to the deputy coordinator;
- Checking and issuing analysis reports.

EDUCATION AND TRAINING

[08/2014 – 10/2016] **Master in Information Systems**

University of Minho

City: Guimarães

Country: Portugal

Field(s) of study: Computer science

Final grade: 16

- Thesis:** Risk management in academic IT projects: a case study (<http://hdl.handle.net/1822/54891>)
- Contribute to the definition of a technological infrastructure to support business strategy;
 - Participating in innovation and organizational change processes in which IST plays a central role;
 - Manage the organization's IST in order to ensure support for the business model implemented within the objectives and constraints imposed on that business;
 - Dissertation: "Risk management in academic IT projects: a case study" under the supervision of Professor Dr. Pedro Miguel Ribeiro;
 - Software Engineering for Information Systems;
 - Strategy and Competitiveness;
 - Organizational Performance Management;
 - Information Systems Security Management;
 - Information Technology Infrastructures;
 - Information Technologies in Organizations;
 - Organizational Development Based on Information Technologies;
 - Information Systems Management;
 - Information Systems Project Management;
 - Research and Development in Information Technologies and Systems.

[2007 – 2013] **Bachelor of Information Systems**

Estácio do Ceará University Center

City: Fortaleza

Country: Brazil

Field(s) of study: Computer science

- Understand the role of information and information technologies and systems (IST) in organizations and society;
- Explain the technological, organizational, political, social and cultural reasons for the successful adoption and management of IST;
- Diagnose problems associated with the use of IST;
- Define IST solutions to solve organizational or societal problems and take advantage of opportunities arising from changes in markets and society;
- Configuring computer systems capable of satisfying the needs of an individual (personal computer) or an organization (server), being able to justify the decisions made, as well as the cost/benefit ratio of the different alternatives considered;
- Management information systems;
- Systems analysis and design;
- Administration and management of computer networks;
- Organization, systems and methods.

LANGUAGE SKILLS

Mother tongue(s): Portuguese

Other language(s):

English

LISTENING B2 READING B2 WRITING B1

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

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

CERTIFICATES

[11/2022] **Data Analyst (Gestão de Informação de Base de Dados)**

- License: 1655/2022;
- Responsible company: Cesae Digital - Centro para o Desenvolvimento de Competências Digitais

[12/2020 – 12/2022] **Remote Work and Virtual Collaboration Professional Certificate (RWVPC)**

- License: 56054723;
- Responsible company: CertiProf

[02/2019 – Current] **Scrum Foundation Professional Certificate (SFPC)**

- License: 32474203;
- Responsible company: CertiProf

[07/2018 – 07/2021] **Scrum Fundamentals Certified (SFC)**

- License: 642627;
- Responsible company: SCRUMstudy

[03/2017] **Certificado de Competências Pedagógicas(CCP)**

- License: F654231/2017;
- Responsible company: IEPF

AUXILIARY - VOLUNTEERING

[11/2018 – 11/2018] **Auxiliary - Volunteering**

- EDP Volunteer Program;
- The initiative was called "A Pink Dream";
- This initiative aimed to renovate Maria's home.

[11/2018 – 11/2018] **Auxiliary - Volunteering**

- EDP Volunteer Program;
- Disney Cinema at EDP - Porto;
- Preparing snacks, looking after the children during the showing of the movie and giving the children snacks.

[03/2015 – 04/2015] **Auxiliary - Volunteering**

- Volunteering at the National University Championships - CNU;
- Through FADU (Academic University Sports Federation) and UMinho (University of Minho).

UIPATH - TRAINING

[09/2020 – Current] **RPA Developer Foundation**

[02/2020 – Current] **RPA Developer Advanced**

[12/2019 – Current] **UiPath licensing Training**

[12/2019 – Current] **Level 2 - Orchestrator 2018.3 Training**

[08/2019 – Current] **Level 1 - Foundation Training - 2018.3**

[08/2019 – Current] **RPA Starter**