

PROFESSIONAL SUMMARY

IT professional pursuing a degree in **Systems Analysis and Development** (expected completion Dec 2025), with 2 years of experience in GitHub project development and 5 years in digital customer service and online management. Software Developer with experience in personal projects involving **Data Analysis**, automation, and AI integration. In my GitHub portfolio, I practically apply data collection and processing with **SQL and Python**, creating dashboards and exploratory analysis to generate insights.

In my daily work, I manage digital services (video lessons, Excel CRM, payment routines) and implement and optimize processes using **Google Workspace, APIs, and JavaScript/TypeScript**.

As a developer, I work with **JavaScript/TypeScript** and critically integrate AI: code generation with LLMs, prompt engineering, and CI/CD. I value innovation with robustness—AI as a complement, not a replacement—and I'm proficient in agile methodologies (**Scrum/Kanban**), Cloud, and microservices.

My hard skills include **Git, HTML, CSS, JavaScript, and SQL**, and I possess soft skills such as **teamwork, clear communication, and proactivity**. I'm seeking opportunities in **software development and practical data analysis**, open to projects that combine legacy technology and responsible engineering.

Let's talk?

EXPERIENCE

- Digital Customer Service Specialist and Online Platform Manager | 2020–present**
  - Management of digital operations (learning platform, Excel CRM, payments)
  - Technical customer support via chat, email, and video calls
  - Process automation with Google Workspace and APIs
  - Analysis of engagement metrics and user experience
- Independent Software Developer – Open Source Projects | 2023–present**
  - Creation of tools in Node.js (60% reduction in processing time)
  - Improvements to RESTful APIs (25% increase in response efficiency)
  - Development of responsive interfaces in React
  - Implementation of unit testing (Jest) and integration
  - Experience with Git, Docker, and CI/CD

PROJECTS

- Web Development Tutorial** – <https://github.com/Daniel-Gehlen/interactive-tutorial-site-V4>
- Urban Arborization Platform** – <https://github.com/Daniel-Gehlen/arborizacao-urbana>
- WAVE to MP3 Converter** – [https://github.com/Daniel-Gehlen/conversor\\_wave\\_mp3](https://github.com/Daniel-Gehlen/conversor_wave_mp3)
- Next.js Portfolio** – <https://daniel-gehlen-portfolio-dev.vercel.app/>
- Amazon Product Scraper** – <https://github.com/Daniel-Gehlen/amazon-scraper-backend-frontend>

LANGUAGES

- Portuguese: Native
- English: Intermediate (B1/B2)
- Spanish: Intermediate

TECHNICAL SKILLS

- JavaScript/TypeScript
  - HTML5/CSS3
  - React/Vue.js
- Node.js/Express
  - Python/SQL
  - Git/Docker
- Jest Testing
  - AWS/GCP (basic)
  - RESTful APIs

SOFT SKILLS

- Teamwork
  - Clear communication
- Proactivity
  - Problem-solving
- Adaptability
  - Critical thinking

EDUCATION

- Systems Analysis and Development** – Pitágoras Unopar Anhanguera
  - Bachelor of Music – Guitar** – Federal University of Rio Grande do Sul
- [Expected Dec 2025]

[Completed]