

PEDRO HENRIQUE ANDRADE DOS SANTOS

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WORK EXPERIENCE

GLOBALHITSS

Support Analyst II

São Paulo, Brazil

Aug 2024 - Present

- Cut (MTTR) for P1/P2 incidents by 35% standardizing troubleshooting across Genesys Cloud/Engage, AWS and Twilio, (log/trace analysis and Wireshark captures), restoring services within SLA.
- Increased SLA attainment on voice/messaging queues from 88% to 96% via Khomp Insights/Grafana monitoring and vendor coordination.
- Created an internal workspace to automate operational tasks documentation, saving ~12 h/week of manual effort.

SOFTPLAN

Front-end Software Developer

São Paulo, Brazil

Aug 2022 - Apr 2024

- Lifted automated test coverage from 42% to 87% (unit + e2e with Jest/Cypress), reducing production defects by 62%.
- Refactored 3 libraries and 2 JavaScript projects to TypeScript, increasing type-safety and reducing high-severity runtime issues by 82%.
- Scaled the Design System (InnerSource) to 6 squads, achieving ~75% component reuse and reducing PR lead time by 20%.

BORAPLAST

IT Support Specialist

São Paulo, Brazil

May 2021 - Jul 2022

- Automated backups and provisioning, saving ~30 h/month and raising backup success rate to 99.5%.
- Handled ~120 tickets/month with a 94% SLA. Average Handling Time decreased from ~2d to ~1d4h after standardized triage.
- Implemented VoIP/ToIP monitoring, reducing dropped calls by ~22% and increasing CSAT from ~4.2 to 4.6/5.

PROJECTS

TicketFlow - Next.js (App Router), React, TypeScript, Tailwind CSS, Prisma, Stripe, Vitest, Zod. ([GitHub](#))

Full-stack ticketing app with secure checkout (Stripe) and domain-specific rules. Implemented reusable UI (carousels, forms) and schema validation with Zod, added unit tests with Vitest for core flows.

EDUCATION

Cruzeiro do Sul University

Bachelors in Software Engineering

São Paulo, Brazil

Expected Dec 2027

Relevant Coursework: Software Requirements Engineering, Software Architecture and Design, Algorithms and Data Structures, Software Testing and Quality Assurance and DevOps

Nove de Julho University

Systems Analysis Technologist

São Paulo, Brazil

Feb 2020 - Jun 2022

Relevant Coursework: Systems Analysis and Design, Relational Databases and SQL, Web Application Development, Software Testing and Quality Assurance and Agile Project Management.

SKILLS

Front-end: JavaScript (ES6+), TypeScript, React, Next.js, Tailwind, TanStack Query, Zod

Testing/Quality: Cypress, Jest, Vitest

Back/Infra: Node.js, Docker, MySQL, GraphQL

Observability/Telephony: Grafana, Genesys Cloud/Engage, Twilio, Khomp, Wireshark, AWS

Collaboration: Git/GitLab

Languages: Portuguese (Native), English (Advanced)