

# Gustavo Tavares

28 years  
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## EDUCATION

**Estácio School** - Software Analysis and Development

## EMPLOYMENT

**Digi Digital** - SAP Business Analyst

- Requirements gathering, Agile sprint management.
- Governance and administration of SAP Commerce orgs.
- Management of 8 simultaneous teams and projects in Brazil and Spain.

**BRQ Solutions** - Salesforce Consultant

- Requirements gathering, US writing, improvement design.
- Governance and administration of org, flows, loads and deployments.
- Creation and customization of objects, Lightning Pages, record types, profiles, dashboards and reports.
- Supporting APEX, JAVA, Javascript, SOQL and integration APIs.
- Allocations in Sales, Service, Marketing and Community projects.

**BRQ Solutions** - Salesforce Support Analyst

- General governance and user administration settings.
- Support integrations with other applications and direct support to the end user.
- Creation of reports, dashboards, objects and data loads.

**Viasoft Korp (ERP)** - Back-end Developer

- Supporting to ERP Korp Industry - Tax & Account
- Project management agile in Jira Service Desk.
- Bug fixes and developments using Delphi and Microsoft SQL Server DB.

## SKILLS

Salesforce Core CRM  
SAP Commerce Cloud  
MySQL / SQL Server  
Data Loader / Workbench  
Agile Scrum / Jira / Kanban  
HTML / CSS / JS

## LANGUAGES

Portuguese  
English

## CERTIFICATIONS

**Salesforce Administrator**  
*Salesforce*

**Salesforce Associate**  
*Salesforce*

**Agile Scrum**  
*Linkedin Learning*

**C1 English Proficiency Level**  
*EF - English First*

**LGPD Fundamentals**  
*RD University*

## REPOSITORY

[github.com/tavaros](https://github.com/tavaros)