

JOHN V PEREIRA

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EDUCATION

UNIVERSITY OF AKRON

BBA in Information Systems | Minor: Computer Science

Artificial Intelligence and Machine Learning – Undergraduate Certificate

Relevant Coursework: Computer Science I & II, Business IS, Database Mgmt, Systems Analysis & Dsgn, Spreadsheet Modeling

Akron, OH

Expected: Dec 2026

WORK EXPERIENCE

MFS SUPPLY

IT Intern

Solon, OH

May 2025 – Present

- Built a dynamic calendar system in NetSuite using JavaScript to track purchase orders, showing installers, delivery status, and enabling filters by customer or vendor — boosting visibility and order tracking efficiency.
- Resolving technical support tickets and performing workstation setups and imaging, reducing onboarding time for new hires and improving employee IT experience.
- Collaborating on infrastructure upgrades including ISP setup and remote office support, contributing to seamless server migrations and enhanced network reliability across departments.

SUPERMERCADO BRAZIL

Systems Engineer Intern

Pista Branca, PA Brazil

May 2021 – Aug 2021

- Led a system audit to uncover inefficiencies in the supermarket's IT infrastructure, resulting in targeted software updates that reduced technical issues by 30%.
- Developed and delivered staff training programs on data entry and reporting best practices, leading to a significant reduction in errors and improved workflow efficiency.
- Analyzed inventory data through system reports to identify stock inconsistencies, enhancing tracking accuracy and operational performance.

SUPERMERCADO BRAZIL

Manager

Pista Branca, PA Brazil

Apr 2018 – Feb 2019

- Implemented a customer feedback and analytics system, leading to actionable insights that helped improve service quality, resulting in a 20% increase in customer satisfaction.
- Developed a staff training framework focused on customer service and operational efficiency, reducing complaints by 30% and increasing team productivity.
- Organized weekly performance reviews using data-driven reports, helping employees align with sales goals and service quality benchmarks.

ACTIVITIES

PHI KAPPA PSI FRATERNITY

Service Committee Chair

Akron, OH

Aug 2024 – May 2025

- Organized and managed community service events for 31 members, developing a volunteer hours tracking system to ensure compliance, accountability, and engagement.

LEADERSHIP INSTITUTE

Akron, OH

Oct 2023 – Apr 2024

- Completed business leadership training with Akron-based mentors, gaining problem-solving, resilience, and ethical decision-making skills while collaborating on case studies to strengthen teamwork and critical thinking.

ADDITIONAL

Technical Skills: C++, C#/.NET, SQL, SQLite, MySQL, Git, JMP, SQLDeveloper, Oracle Data Modeler, Excel (Pivot Tables, Data Analysis), Microsoft Office (Excel, PowerPoint, Word), Microsoft Admin Portal, NetSuite

Languages: Portuguese (Fluent), Spanish (Proficient)

Certifications: Introduction to AI with Python (Domestika), Learning Git and GitHub (LL), SQL Essential Training (LL)