

John Andrade

Toronto/ON

Phone: 437-986-1758 / E-mail: vitorandrademiranda@hotmail.com

SUMMARY

- Results-oriented professional with large experience in analysis through machine learning software
- Currently studying Computer Programming diploma at Seneca College
- Advanced skills in Microsoft Office applications, including Outlook, Word, Excel and Adobe Applications, including: Photoshop, Illustrator, Premiere, After Effects
- Attention to detail to work efficiently with accuracy, solid execution, ownership skills, detail-oriented
- Strong organizational and time management skills to prioritize workloads and manage conflicting demands
- Excellent verbal and written communication skills to build efficient and meaningful relationships with a broad range of staff members, customers, and stakeholders in English and Portuguese

PROFESSIONAL EXPERIENCE

Product Developer

May 2020 to Aug 2021

Artejanato EIRELI

- Developed projects (blue-printer) for initial production (Adobe Illustrator and Laser CAD)
- Conducted and developed quality documentation, including but not limited to witness, inspection checklists, quality records, reports, and compliance with project quality requirements
- Conducted follow-up of supply and demand in order to keep inventory and production on updated reducing wasting of material and time

Software Analyst

Jan 2019 to April 2020

Databot Software Intelligence S/A, Brazil

- Acted as a liaison with software developer and clients in genuine conversation to effectively identify & address their primary needs and provided relevant solutions to meet their needs
- Conducted reviewing of software scope and specifications with the users to optimize customer production
- Developed policies, procedures, and contingency plans to minimize the effects of security breaches as well manuals and guides for clarification and better use of the software by the customer and better optimization of the production process
- Conducted follow-up with the customer to identify critical points in the production process through the internal software
- Weekly verification of software and client's production line quality with the system in order to confirm quality assurance analysts develop and implement policies and procedures throughout the software development life cycle to maximize the efficiency, effectiveness, and overall quality of software products and information systems
- Weekly reports to describe the progress of project(s) and software feature(s) to identify the document requirements, conduct business and technical studies, design, develop, integrate and implement information systems business solutions, and provide advice on information systems strategy, policy, management, security and service delivery
- Continuous follow-up with the customer to develop new functionalities and features

➤ Accomplishments:

- Developed master manual to help internal/external customers setting up guide instructions
- Streamlined client interaction process, which resulted in a waiting time reduction of 30%.

John Miranda

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PRODUCTION ENGINEERING INTERNSHIP

March to Sept 2018

RTG – Engineer Solutions - Brazil

- Implemented KANBAN cards tool that allows reduce work time and material waste
- Provided client education and demonstration, leveraging technology to deliver a memorable client experience, drive sales, and retain business

OTHER EMPLOYMENT EXPERIENCE

Wait staff (server)

May 2022 to present

DGS Events, Toronto, Canada

EDUCATION

Computer Programming Degree

Seneca College, Toronto, Canada

Jan 2023

Graphic Design

SAGA, School of Computer Graphics, São Paulo, Brazil

April 2020

Production Engineering Degree

UNISAL, Centro Universitário Salesiano de São Paulo, Brazil

Jan 2018

CONTINUING EDUCATION

Green Belt Lean Six Sigma

Dinâmica Treinamentos, Brazil

2017

People Management

UNISAL, Brazil

2017

Failure Mode and Effects Analysis

UNISAL, Brazil

2016

OEE-SMED (Overall equipment effectiveness and Single Minute Exchange of Die)

UNISAL, Brazil

2015

VOLUNTEER EXPERIENCE

Team Staff

Snowball Church, Toronto, Canada

Mar 2022 to Sep 2022