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Summary

Hi! Thank you for your interest in my career, I would like to tell you a bit about myself, in order to give context to the results on the Experience section below.

For the better part of my 25 years journey I've been working as a team leader. This is my call, harnessing the skills and strengths of a group, including myself. Even so, it all changed when about 7 years ago I had my certified training as ScrumMaster, by Scrum Alliance. The framework brought me a more efficient, scalable, adaptable way to interact with my teams. The daily dynamic kept us close, but the self managing guides teams should have tuned my management, creating a perfect balance, where every individual could be creative and relevant, even though I was always in the loop.

My traditional PM background was important as well. Sprints set an adaptable stage for delivery on a project, but a long term and complete overview is paramount. Scrum coupled with my previous experience was a perfect tool box for a powerful way to approach management and productivity, and so I used it.

Long before the pandemic, I had teams spread across 3 different cities, working remotely in perfect unison. We planned, executed and adjusted, measured objectively and subjectively at every cycle. Light and yet thorough.

On my next endeavor, I applied agile practices to a management team. The dev team was made of business areas leaders, our product was the strategic planning and execution for the institution. Every single major project for over an year was approached with this framework, results were registered in scrum supporting tools (Jira) with minimum effort and yet allowing control and documentation as never seen before. The concept was a success.

In my current role, I came back to my original experience as ScrumMaster and paved the way to a stable model with our most senior and specialized teams, individuals that have great technical knowledge, and that led me to focus on my most precious skill.

In all my years as a leader, regardless of tools, frameworks... the most important aspect is the way you know each and every individual, and not just professionally. Understanding someone's goals in general, the way they carry themselves, their commitment to their loved ones, to their health, it is just as important as knowing their resume and skills. Leading requires being side by side with people, we are not just resources or assets. And it is exactly in this space that I find joy in my craft. It does not matter the subject area, technology is my playground, but working with people is my real call.

My best regards

Experience

🔷 Infrastructure and Technology Manager
UniFTC

Nov 2020 - Present (2 years 3 months)

Product Owner and Project Manager for the Infrastructure, Telecom and Hardware Support teams, including service management for cloud hosting, voice solutions, data provision, and digital related projects.

Main projects:
- Service modeling and implementation for hardware support in every business unit in the institution, replacing direct human resources contracts for a business partner. The service level was kept with a R$ 700.000,00 budget reduction per year in costs.

- Voice and Datalink solutions optimization, across every business unity, with an estimated 90% reduction in costs (R$ 580.000,00 per year).
- Customer Service Chat and Chatbot implementation, in partnership with Rocketchat/Weni, with a AQT of 1:30 minutes, and AST of 10:00, including academic and financial services for students, in and out of enrollment periods.
- Hubspot Market and Sales pilot project implementation, with two business units under scope, set for a total of 50 active operator in multiple channels, and a 300.000 contacts intake, rolled during second half of 2022.

Projetcs and Systems Supervisor/Manager
UniFTC
Apr 2019 - Nov 2020 (1 year 8 months)
IT Solution Architecture as

• Project Manager and Scrum Master (Salvador – BA, from apr/19 to dec/19) – Reestablishment of Scrum Model for the development team, and management for the following projects:

- CRM to/from Core Academic Applications integration.
- Corporate DW – Academic and commercial scopes.
- Classes enrollment optimization, resulting in a 7% teacher payroll reduction per year.
- Lean project for the enrollment process, resulting in a 85% reduction in time spent by the student to finish the procedures.

• Systems Supervisor (promoted to Manager in 2020) and Product Owner (Salvador – BA, from dec/19 to nov/2020) – Dev team management, including front-office core applications (business end academic - Lyceum) and back-office (Prother ERP). Agile model solution architect for operations, Jira platform, and direct management of more then 25 projects from the portfolio for 2020, regarding the institution digital transformation. Also responsible for:

- Mass Implementation of remote classes with Learning Management System (Blackboard), within the first week of official lockdown in march/19.
- LGPD IT governance and policies definition.
- IT Budget modeling and proposal.
- Member of Strategic Planning committee along top institution leadership (President and VPs).

IT Supervisor
SAEB/Planserv - PRODEB
Aug 2016 - Mar 2019 (2 years 8 months)
ScrumMaster, with successful model running for both IT team (including Dev and Infrastructure) and a new implementation on the institution management group, where leaders for each business area acted as dev team, main manager acted as client and vice manager as P.O.. Backlog targeted mainly strategic subjects for the institution, both groups supported with Jira - from Atlassian.

Main accomplishments and projets:

• Definition of every aspect regarding IT, SLA, conformity testing and Business Continuity Planning for the institution greatest bidding, a Full BPO contract worth R$ 397.674.786,00 over 60 months, executed in december 2017, promoted to full operation in march 2018.

• "R" DataScience projets, models and advanced reports:
- Linear predictive model over medical exams and procedures based on executed clinical appointments.
- Quantitative and Graphical analysis over patterns from providers revenues, including bills cumulative building.
- Providers profile building through data munging and Oracle Data base integration.
- Quantities versus Value, a net growth analysis to evaluate the institution fluctuation in costs.
• "R" main packages used in projects: Tidyverse, GGplot2, ROracle, DBI, QCC, lmtest, Orcutt e HoRM (linear model adjustments);
• Business Intelligence Database design over the institution core application (TOP Saúde) with Oracle and PowerBI, including data from medical bills and approvals/authorizationsbetweend 2014 and 2018, largely applied as main source of information for the BPO contract bidding.
• Main Scrum extracts from Jira:
- IT team: 15 epics, 342 successfully completed stories in 26 sprints.
- Planserv Main Manegement Group: 13 epics, 247 successfully completed stories in 29 sprints.
• Designed and implemented Applications : Planserv Service desk, Evolutive Backlog System, E-Protocol.

> Senior Consultant

Accenture

May 2011 - Jul 2016 (5 years 3 months)
• Health & Public Services Support Lead (São Paulo – SP) – ScrumMaster/Product Owner for the continuous improvement and SQA Team, for every acting project in Brazil, supported by Rational Team Concert. Multi skilled active teams in three different states: SP, RJ and PE and interaction with global normative teams in Europe, between November 2015 and April 2016.
• BCM Lead (São Paulo – SP) – Team management for support and creation of over 230 Business Continuity Plans, across every active project in Brazil. Responsible for a new documentation concept, applied to EALA (Europe, Africa and Latin America) scope, which allowed 100% of coverage in Brazil in July 2016, regarding BCP.
• ITSM Project Leader and Specialist (Vitória – ES) – Vale Support Center service management implementation, with Remedy-BMC, global scope, executed by Accenture. Foundation Data and CMDB/Config. Lead, acting in both project waves, including setup execution.
• SQA Specialist and Lead (Vitória – ES) – Accenture local SQA lead, CMMI based with project for major clients as Vale, Fleury and B2W.
• On-site BW/MDM Lead (Vitória – ES) – Liaison between Accenture Dev teams and Vale IT production management for SAP BW and MDM modules. Communication, prioritizing, conflict resolution, including client, suppliers, main teams and leadership.
• Business Intelligence Senior Consultant (Vitória – ES) – Informatica-Power Center specialist an team leader.

Business Intelligence Consultant and Tech Lead

Netpartners

Apr 2010 - Apr 2011 (1 year 1 month)
- Solution Architect
- Database design and modeling
- KPI definitions and implementation

Oracle EBS Consultant

Capgemini

Jan 2008 - Dec 2009 (2 years)

- GL assisted operation
- Custom reporting definition and implementation with Oracle B.I. Solutions
- DB Development

Business Intelligence Specialist

Stefanini Brasil

Oct 2005 - Dec 2007 (2 years 3 months)

- Legacy B.I. solutions assisted operation and rollouts
- Project lead for 3 additional multi-dimentional models
- On-site support for major business key users

Senior Consultant and Business Intelligence Specialist

Sysdesign Consultoria

Jun 2000 - Sep 2005 (5 years 4 months)

- Technology vertical: Research and development with new tools
- Sales vertical: Proof of concept design and demonstrations, working closely with comercial team
- Project and Consultant vertical: Tech lead, responsible for every B.I. implementation across multiple clients and teams

Development Team Lead

Secretaria de Educação do Estado da Bahia

Mar 1997 - May 2000 (3 years 3 months)

- Development team leader
- Database modeling
- Database administration

Education

Ruy Barbosa DeVry

Tecnólogo em Processamento de Dados, Tecnologia da Informação

1994 - 1998

FUCAPE Business School

Mestrado, Administração e Negócios

Apr 2008 - Sep 2009

Incomplete, full credits but pending research

Licenses & Certifications

Certified ScrumMaster (CSM)

Lean Six Sigma Green Belt

Skills

Business Strategy • Team Management • Software Quality Assurance • CMMI • Solution Architecture • Data Science • Customer Relationship Management (CRM) • Team Leadership • Strategy Alignment • Digital Transformation