Rafael Oliveira

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PROFESSIONAL SUMMARY

Communicator experienced with online community management, growth strategies and data analysis. Now transitioning my career to the development area, focusing on front-end. Passionate about technology and always seek to learn.

EXPERIENCE

COMMUNITY SPECIALIST | PROMOBIT - 10/2020 to today

Leadership in initiatives to improve brand image, grow positive engagement and better develop a community; Community management; Data analysis; Planning and implementation of strategies and projects for community evolution; QA; Customer support; Establishment of communication and feedback channels to improve teamwork and transparency.

COMMUNITY MANAGER | PROMOBIT - 05/2017 to 10/2020

Community management; Data analysis, metrics monitoring, project planning and implementation; Customer service & support; Troubleshooting; Procedure and methodology creation; Testing and validation; QA; Brand positioning strategies; Social media projects; studies and benchmarks; Integration dynamics between teams.

EDITOR | PROMOBIT - 05/2017 to 01/2019

Article elaboration with focus on SEO; Article planning with focus on community relationship; National events covering.

FREELANCE EDITOR | CRITICAL HITS - 02/2015 to 03/2019

Article elaboration with focus on SEO; Article and news localization from English or Spanish to Portuguese.

EDUCATION

SOCIAL COMMUNICATION: ADVERTISING & MARKETING
Bachelor's Degree
2014 to 2018 - Universidade Anhanguera de São Paulo - UNIAN

LANGUAGES

English

Spanish

Portuguese (native)

SKILLS

JavaScript

Vue.Js

Angular

HTML and CSS

Python

Git commands

Excel

Adobe Photoshop

Adobe Audition

SEO

COURSES

Front-End Bootcamp

Python

Spanish

Java

Software/Automatic Tests

UX & Design Thinking