Rodrigo Costa Fonseca Pacheco

Brazilian, Single

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Education

- Graduation – Civil Engineering - Faculdades Integradas de Aracruz - Dec/2017.
- Technique in Industrial Automation – Technical School CEDTEC - Jun/2010.

Professional Experience

Company: RoboEasy – Aug/2024 – until now

Position: Developer

Use of RobotEasy's Studio software to create predefined tasks, with the aim of automating them and generating efficiency in the daily processes of a company (client) without the need for human interference, leaving them free to focus on other activities.

- Process analysis and mapping

- Development of scripts and bots

- Configuration of RPA tools and environments:

- Integration with systems and APIs

- Testing and validation of automations

- Maintenance and updating of bots

- Documentation

- Monitoring and optimization

Company: Master RZ - Automotive Services - Jun/2016 - Nov/2023

Position: Manager

- Supervision of service execution to ensure quality and customer satisfaction.

- Control of cash flow, revenues and expenses.

- Planning and organizing daily operations, scheduling services, and managing stocks of products and equipment required for activities.

- Customer service, including negotiating services and resolving complaints.

- Distributing tasks and supervising productivity, creating a positive work environment that motivates the team.

- Evaluating performance and implementing continuous improvements.

- Setting goals for the company's growth and development.

Company: CNA English School – Sep/2012 – Mar/2016

Position: Commercial Coordinator / IT

• Use of tools such as Excel and CRM systems to monitor performance metrics, forecast sales and identify trends.

• Develop reports to support decision-making.

• Train employees in the use of technological tools and commercial platforms.

• Recruitment, training and development of salespeople to improve performance.

• Motivation and monitoring of the team to achieve high performance.

• Development of commercial strategies aligned with the company's objectives.

• Creation of action plans to increase market share and customer loyalty.

• Ensure alignment between the commercial, financial and operational areas.

• Preparation of performance reports for the board of directors.

• Network management, such as the administration of local and wide area networks.

• Installation and configuration of hardware and software, such as computers, printers and routers.

• Preventive and corrective maintenance, including software and firmware updates.

• Implementation and monitoring of security measures.

• Support for employees with technology-related problems.

Languages

• English – Advanced.

• Portuguese – Native.

Skills and Competencies

• Organization	• Availability
• Proactivity	• Adaptability
• Good Communication	• Critical Thinking
• Teamwork	• Enjoyment of Learning
• Ability to Manage Projects	• Efficiency in Decision Making

Courses and Softwares

• Operating Systems	• Python
• Data Science and Analysis	• Power BI
• IT Support	• Tableau
• Databases	• Trello
• Networks	• Scrum
• Office Suite	