

ALBERTO FLAVIO

SOFTWARE ENGINEER | JAVASCRIPT | NODE.JS | REACT | C# | SQL

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EDUCATION

Associate of Science:

Information Technology, 12/2003

SENAC - São Paulo, Brazil

SKILLS

- Software Development
- Database Management
- JavaScript, C#, Node, React
- SQL, AWS, TDD
- Deployment and DevOps
- Problem-Solving
- Communication
- Teamwork
- Critical Thinking

LANGUAGES

English:



Full Professional

Portuguese:



Native or Bilingual

Spanish:



Limited Working

SUMMARY

Authorized to work for any US employer

Software Engineer with 15+ years of expertise in designing, developing, testing, and maintaining sophisticated software systems. Adept at leveraging a diverse skill-set to deliver exceptional results. Proficient across various platforms, languages, and embedded systems, with a keen grasp of cutting-edge development tools and methodologies. Skilled at both independent project management and collaborative teamwork.

Implemented solutions using VB6, C#, JavaScript, MSSQL, ORACLE, MySQL, MongoDB, DDD, TDD. Knowledgeable in Python, Data Science. Machine Learning and RPA.

Adoption of DevOps (CI/CD), git, docker, kubernetes, AWS.

WORK HISTORY

Software Engineer, 10/2021 to 03/2023

DASA - São Paulo, Brazil

- Technical leader of team responsible for Whatsapp service channel, which serves more than 30 of company's brands. With over 500,000 daily contacts.
- Successfully launching series of WhatsApp-based solutions that improved customer engagement and streamlined communication processes.
- Implementing Flex customizations that resulted in 20% reduction in agent response times and enhanced customer satisfaction.
- Leading team in adopting Agile methodologies, resulting in 30% increase in project delivery efficiency.

Software Engineer, 09/2019 to 10/2021

Pro-Packages - São Paulo, Brazil

- Contributed ideas and suggestions in team meetings and delivered updates on deadlines, designs, and enhancements.
- Supervised work of programmers, designers and technicians, assigned tasks and monitored performance against targets.
- Documented software development methodologies in technical manuals to be used by IT personnel in future projects.
- Tuned systems to boost performance.

Software Engineer, 01/2019 to 09/2019

Mutant - São Paulo, Brazil

- Designed architecture strategies for large-scale system-wide application deployments.
- Participated in weekly meetings with client to discuss project direction and milestone achievement.
- Mentored team, sharing skills and expertise and encouraged each member to bring forward ideas and suggestions for improvement.
- Authored development guidelines to expedite application design efforts through ready-made frameworks.

Software Engineer, 05/2018 to 01/2019

Pro-Packages

- Worked with project managers, developers, quality assurance and customers to

resolve technical issues.

- Worked with development teams to correct problems and run test scenarios.
- Implemented major software enhancements in a Windows Forms Financial Audit system for notaries, Utilizing VB6, C#, MSSQL and Crystal Reports.
- Design and implementation of a Web application for Inventory, using C#, Angular, WebAPI, REST and MSSQL.
- Design and implementation of a Windows Forms Digital Notarial act, using C#, REST and SQLite.

Software Engineer, 07/2017 to 05/2018

Mutant - São Paulo, Brazil

- Implemented major software enhancements in a IVR (Interactive Voice Response) system. Utilizing VB6, C#, XML, web services and MySQL.
- Participated in daily scrums and JIRA. Provided technical advice on bugs and enhancements.
- Designed and developed a test tool using Groovy, integrated with SOAPUI, this tool load a log and create SOAP mocks to debug a IVR interaction.

Software Engineer, 09/2010 to 07/2017

Sysopen - São Paulo, Brazil

- Implemented major software enhancements in a debit collection web system.
- Enhanced all aspects of the solution using C#, VB.NET, ASP.NET, HTML, JavaScript, SOAP, MSSQL and ORACLE.
- Implemented ETL processes, PLSQL stored procedures, queries and triggers including data migration.
- Assisted the Advance Support team when necessary.
- Resolved customer issues working with the Support team. This included logging into their onsite Advance installation.
- Participated in the design, development and support of a number of clients.

PROFESSIONAL DEVELOPMENT

- AWS Serverless Applications - Erick Wendel Training and Consulting - May 2022
- GNU/Linux System Administration: Fundamentals and Practice - Udemy - Dec 2020
- Go (Golang): Exploring the Google LanguageGo - Udemy - Sep 2020
- Scrum Foundations Professional Certificate (SFPC) - CertiProf - Jul 2020
- Machine Learning and Data Science with Python - Udemy - May 2020
- .NET Software Architecture - Eduardo Pires Treinamentos e Consultoria - Mar 2019
- Building Web Applications With New Angular (4, 5 and 6) - Udemy - Nov 2018