Arthur Fernandes

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in arthurfms

Software Analyst with MBA and postgraduate in Tech courses, working as a Tech Support Engineer L3 at HCLTech (Uber Eats). Experienced working with APIs, data analysis, data manipulation, software development and customer support.

WORK EXPERIENCE

03/2024 - Present | HCLTech (Uber Eats) — Tech Support Engineer L3

Support Uber Eats clients' tech team to get a proper integration between their software and Uber's API. Manage developer's accounts, reviewing codes, fixing errors and making API tests to confirm that the whole process is properly working.
Perform data analysis and checking different reports to confirm the Uber Eats process for each client, to identify and work on different integration issues.

02/2024 - 02/2025 | Awin Global — Global Integration Analyst

Provide a high level of technical integration support for global clients, identifying technical issues and escalating to engineering team. Work with technical issues to prompt solve it and guarantee the tracking solution for affiliate marketing clients.

09/2022 - 01/2024 | InboundCycle — Front-end Developer

Implement the frontend side for different projects, including full website, blogs, landing pages and emails. Maintain server, create reports and find solutions to different requests received from accounts teams and clients. Analyse incidents, find bugs and work directly on the fix, keeping all projects properly working.

05/2021 - 09/2022 | Doctoralia España — Data Implementation Specialist

Management and manipulation of big databases to generate specific formats, necessaries to new clients implementations. Process organization and maintenance to guarantee data protection and information quality in company system.
Contacting with all involved teams, keeping the process flowing to ensure that every step works as the company standards, and training new import members.

03/2021 - 05/2021 | Doctoralia Brasil — Data Analyst

Improve data analysis for Marketing, lead generation and DP phone operations, update and maintenance workflows to optimize data collection. Generate dashboards and data insights for all related teams, focusing on new leads, keep and improve operation control, goals update and team commission standard.

09/2019 - 03/2021 | Doctoralia Brasil — Support Analyst

Provide support for employees and users with doubts, bugs corrections with scripts on SaaS, Marketplace and financial system. Report weakness, find solutions to prevent bugs, and notify developers about necessary corrections by Jiras. Data report creation and analysis based on Support and Customer Success actions and needs.
Helped client migration service improvement on support side actions, changing the average time from 20+ working hours to 4 working hours.

SKILLS

- JavaScript
- Python
- Pandas
- SQL
- Data Analysis
- API
- Node.JS
- Looker Studio
- HTML
- CSS
- HUBSPOT
- Jira
- PHP
- Zendesk
- GIT

— English (Fluent) — Spanish (Fluent) — Portuguese (Native)

EDUCATION

COMPUTER ENGINEER
Postgraduate's Degree
Uninter

SYSTEM ANALYSIS AND DEVELOPMENT
Associate's degree
UniCesumar

JOURNALISM
Bachelor's degree
Uni. Metodista de São Paulo