



# Arthur Fernandes

Phone: +55 11 97107-1806 | Email: a.fms@hotmail.com | Linkedin: arthur-fms

Software Analyst with postgraduate courses in Tech courses. Experienced working with APIs, data analysis, data manipulation, software development and customer support.

## Work Experience

### Clutch | Senior Support Engineer - Jul 2025 - Present

Provide top-notch support for credit unions and their development team, work on feature implementation, use databases and advanced queries to troubleshoot different issues, and gain a deeper product knowledge and understanding. Use different tools to get insights into the company's SaaS behavior, troubleshoot complex applications, and provide details about the system to partners. Develop and implement new tools and features to enhance the support engineering team's performance.

### HCLTech | Senior Support Engineer L3 (Uber Eats) - Mar 2025 - Jul 2025

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.

### AWIN Global | Global Integration Analyst - Feb 2024 - Feb 2025

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.

### InboundCycle | Frontend Developer - Sep 2022 - Jan 2024

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.

### Doctoralia España | Data Implementation Specialist - May 2021 - Aug 2022

Management and manipulation of big databases to generate specific formats, necessary 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.

### Doctoralia Brasil | Data Analyst - Mar 2021 - May 2021

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.

### Doctoralia Brasil | Support Analyst - Sep 2019 - Mar 2021

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.

## Education

### MBA, Processes Quality, Management and Engineering | PUCRS - Feb 2026 - Feb 2027

### Postgraduate Degree, Computer Engineering | UNINTER - Jul 2023 - May 2024

### MBA, Strategic Management in UX Design | UNINTER - May 2023 - May 2024

### Associate's Degree, System Analysis and Development | UniCesumar - Jan 2020 - Aug 2022

### Bachelor's Degree, Journalism | Universidade Metodista de São Paulo - Jan 2013 - Dec 2017

## Languages and Skills

English (Fluent)	JavaScript	Process Improvement	Product Support	SQL	PHP
Spanish (Fluent)	API	Data Analysis	Software Development	HTML	GIT
Portuguese (Native)	Python	Quality Assurance	User Experience	CSS	JIRA