




CONTACT

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SKILLS

JavaScript
HTML
CSS
Node.js
API
PHP
SQL
GIT
Jira
Zendesk
Wordpress
Hubspot CMS

LANGUAGES

ENGLISH
Fluent

SPANISH
Fluent

PORTUGUESE
Native

Arthur Fernandes

SOFTWARE DEVELOPER

Software Developer with MBA and postgraduate in Tech courses, working as a Global Integration Analyst at Awin. Experienced working with front-end development, APIs, data analysis, data manipulation and customer support (Tier 2).

PROFESSIONAL EXPERIENCE

AWIN GLOBAL | Global Integration Analyst - Remote (Feb, 2024 - Present)

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.

INBOUNCYCLE | Frontend Developer - Remote (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 ESP. | Data Implementation Spec. - Spain (Sep, 2022 - Jan, 2024)

Management and manipulation of big databases to generate specific formats, necessities 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 BR. | Data Analyst - Brazil (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 BR. | Support Analyst - Brazil (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 avarege time from +20 working hours to a 4 working hours.

EDUCATION

Computer Engineering - Postgraduate's Degree
UNINTER (Jul, 2023 - May, 2024)

Strategic Management in UX Design - MBA Degree
UNINTER (May, 2023 - May, 2024)

Software Analysis and Development - Associate's Degree
UNICESUMAR (Jan, 2020 - Aug, 2022)

Journalism - Bachelor's Degree
Uní. Metodista de São Paulo (Jan, 2013 - Dec, 2017)