

## Contact

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(LinkedIn)

## Top Skills

React.js

JavaScript

Open AI

## Languages

English (Native or Bilingual)

English (Native or Bilingual)

Português (Native or Bilingual)

Spanish (Limited Working)

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Portuguese (Native or Bilingual)

## Certifications

Back-End Engineer Career Path

# Enio Borges

SaaS Operations Specialist | Aspiring Software Engineer  
Belo Horizonte, Minas Gerais, Brazil

## Summary

Experienced global remote operations manager, leading distributed teams across NA, LATAM, EMEA, and APAC. I am transitioning into software engineering, with practical experience in JavaScript, TypeScript, Node, Express, Python, SQL, and GraphQL.

In my current role at OnFrontiers, I apply my software and web development skills to integrate our product API with external applications, automate workflows, and improve efficiency for our expert marketplace. You can explore more about my projects on LinkedIn or GitHub.

## Experience

### OnFrontiers

7 years 3 months

#### Director of Fulfillment Operations

October 2023 - Present (1 year 4 months)

Remote

- Remotely lead the customer success and service fulfillment operations at OnFrontiers.
- Direct management of 11 service representatives.
- Operate across 5 different timezones, primarily serving US and European clients.
- Clients include global management consulting firms and investors.
- Support clients with knowledge to implement projects for their end clients.

#### Head of Research Operations

April 2021 - October 2023 (2 years 7 months)

Remote

- Leadership in customer service for both marketplace sides: enterprise client service (B2B) and integrating industry experts (B2C).
- Designing, managing, and optimizing lead generation campaigns via professional marketplaces.

- Supervising and training a team of project managers who serve enterprise clients.
- Client base focused in the US and Western Europe, covering 9 countries.
- Global user base spanning 112 countries.
- Direct management of team members located in 6 countries across 3 continents, with operations running 21 hours a day.

#### Senior Fulfillment Manager

March 2019 - March 2021 (2 years 1 month)

Remote

Facilitated consistent growth in engagements between clients and experts over a three-year period.

#### Research Manager

November 2017 - March 2019 (1 year 5 months)

Remote

#### Tres Colinas

Founder

June 2016 - November 2017 (1 year 6 months)

Franca, São Paulo, Brazil

Founder of a venture aimed at revolutionizing the fast-casual food sector in Brazil, from securing initial seed funding to validating the Minimum Viable Product (MVP).

#### Endeavor Brasil

3 years 6 months

##### Regional Office Manager

January 2015 - June 2016 (1 year 6 months)

Belo Horizonte, Minas Gerais, Brazil

- Led Endeavor's regional office in Minas Gerais and its core initiatives.
- Managed strategic donor relationships between Endeavor and key ambassadors, including flagship entrepreneurs and high-profile stakeholders.
- Directed the local search and selection program for high-growth startups.
- Managed the search and selection team, priority hires, and coached future leaders for the office.

#### Business Analyst

January 2013 - December 2014 (2 years)

São Paulo, Brazil

- Directed the search and selection of high-growth startups for Endeavor's innovative program, Scale-up (formerly known as Plugme).
- Validated the MVP through a partnership with SAP and an initial cohort of 50 startups.
- Enabled Endeavor to launch the Scale-up program nationally, significantly expanding its reach in Brazil by more than tenfold.

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## Education

### TripleTen

Certificate, Web Development · (December 2024 - July 2025)

### Coursera

Applied PM Specialization, Project Management · (January 2017)

### Inspere Instituto de Ensino e Pesquisa

Executive Finance Management, Accounting and Finance

### St. Thomas University

Bachelor of Business Administration - BBA, Business Administration and Management, General