

# Carlos Henrique Gomes

Specialist in Generative AI, Systems Integration, and Process Automation

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## Objective

To work on projects involving Artificial Intelligence, process automation, and systems integration, contributing to efficiency gains, innovation, and delivery of high-impact solutions.

## Professional Summary

IT professional with over 10 years of experience, with recent years focused on generative AI, automation, and systems integration. Skilled in designing and optimizing conversational flows, developing advanced prompts for Python code generation, and fine-tuning LLMs for coherent and creative responses. Strong background in infrastructure and technical support, always focused on measurable results and operational improvements. Proven ability to operate in dynamic environments, identifying improvement opportunities and delivering scalable technology solutions.

## Professional Experience

### Hi Platform – São Paulo/SP

Customer Care Analyst | Sep/2021 – Present

- Developed and implemented internal tools using generative AI, automating routines and reducing process execution time by up to 70%.
- Designed, optimized, and maintained chatbot flows, integrating internal and external systems to improve customer experience and reduce rework.
- Deployed intelligent API integrations and automated agents, ensuring greater efficiency and scalability in operations.
- Analyzed client requirements and delivered customized solutions, aligning technical needs with strategic goals.

### Grupo Semar Supermercados – Poá/SP

IT Technician | Jun/2018 – Aug/2021

- Provided support for equipment and IT infrastructure, ensuring availability and operational stability.
- Identified and implemented tools to streamline workflows and automate manual tasks, resulting in increased productivity and reduced errors.
- Handled requests with a focus on agility, organization, and incident prevention, ensuring high performance of the IT environment.

## Education

MBA in Artificial Intelligence and Big Data (Ongoing) – Anhanguera, Mogi das Cruzes/SP

MBA in Software Quality Management – Anhanguera, Mogi das Cruzes/SP

Bachelor in Information Technology Management – UNIP, Mogi das Cruzes/SP

## Certifications and Courses

Customer Care – Hi Academy

Expectation Management – Hi Academy

LGPD – General Data Protection Law

UX & Design Thinking – Udemy (In progress)

Information and Communication Technology – SENAI

Professional English – Gigabyte

## Relevant Projects

- Automated data queries and formatting using generative AI (OpenAI/GPT-4), reducing response time by up to 80%.
- Integrated legacy systems with modern platforms via APIs, including intelligent agents for automated

decision-making.

## **Technical Skills**

- Generative AI (Prompt Engineering, GPT-4/GPT-5)
- Python development for automation
- API and corporate system integration
- Chatbot conversational flow creation
- Requirements analysis and problem-solving
- Agile methodologies (Scrum, Kanban)

## **Languages**

Portuguese – Native

English – Upper Intermediate (B2)

Spanish – Basic (A2)