

# **Carlos Henrique Gomes**

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## **CAREER OBJECTIVE**

Process Automation, Integrations, and AI Specialist | Architecture and development of automation solutions to scale operations, reduce operational costs, and improve customer and internal team experience.

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## **PROFESSIONAL SUMMARY**

Technology professional with over 12 years of experience in process automation, systems integration (APIs/Webhooks), back-end development, and operations optimization. Strong background in designing scalable solutions, orchestrating workflows, integrating platforms, and applying Generative AI (LLMs) to improve productivity, quality, and operational intelligence.

Proven experience reducing task execution time by up to 80% through automation, self-hosted infrastructure (n8n, Docker), data pipelines, and replacement of off-the-shelf tools with internal solutions. Strong experience in support operations, customer service, e-commerce, and data-driven environments.

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## **PROFESSIONAL EXPERIENCE**

### **Hi Platform | São Paulo, SP - Brazil**

#### **Automation and Integration Specialist | Sep/2021 – Present**

- Developed APIs and back-end services for data ingestion, normalization, and processing using Python, Flask, SQLAlchemy, and PostgreSQL.
- Built and maintained integrations via REST APIs, Webhooks, and scheduled jobs (Celery/Redis), with focus on reliability and scalability.
- Orchestrated automated workflows in n8n for internal operations and cross-system integrations.
- Led the technical development of the Assisted Onboarding Platform, replacing spreadsheet-based manual processes with scalable automated workflows.
- Developed middleware integrations in n8n to connect external support channels (Mercado Livre and Shopee) centralizing support operations.
- Built data pipelines consuming the Meta API to calculate WhatsApp template metrics (CTR), with incremental storage in PostgreSQL and executive dashboards in Apache Superset.
- Implemented Generative AI solutions (GPT/Gemini) in customer support workflows for ticket summarization, sentiment analysis, and QA automation.

### **Grupo Semar Supermercados | Poá, SP - Brazil**

#### **IT Technician | Jun/2018 – Aug/2021**

- Provided support for corporate infrastructure, networks, workstations, and internal systems.

- Developed Python scripts to automate infrastructure routines (hardware/software inventory, backups, and recurring administrative tasks).
  - Supported operational stability and standardization of technical support routines.
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## SELECTED PROJECTS AND INITIATIVES

### ProcessSurge

#### Founder (Independent Project) | Automation, Integrations, and AI for Operations and Customer Support

- Conceived and developed a B2B solution focused on process automation, AI-powered customer support, and sales recovery.
- Structured the technical architecture, integration workflows, and business model based on recurring revenue and success fee.
- Defined the technology stack and designed self-hosted solutions for scalability and operational control.

### ProcessSurge | Cart Recovery

#### Abandoned Cart Recovery Automation (E-commerce / WhatsApp / Email)

- Designed abandoned cart recovery workflows integrated with e-commerce events.
- Implemented communication sequences with sending-window rules, opt-in/opt-out logic, and message traceability.
- Integrated Webhooks (REST/JSON), Redis/Celery, and n8n for orchestration and event processing.

### ProcessSurge | Surge Assist

#### AI-Assisted Ticket Classification and Prioritization

- Developed a ticket categorization and prioritization system combining heuristics and LLMs.
  - Applied AI for assisted triage, context summarization, and support operations enablement.
  - Reduced operational rework and accelerated decision-making in support queues.
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## TECHNICAL SKILLS

### Languages and Back-end

- Python (Flask, FastAPI)
- SQL (PostgreSQL)
- SQLAlchemy

### Integrations and Orchestration

- REST APIs
- Webhooks
- JSON
- n8n

- Apache NiFi
- Docker
- Celery
- Redis

## **Data and BI**

- Relational data modeling
- ETL / Data Pipelines
- Apache Superset
- KPIs and dashboards

## **Artificial Intelligence**

- Prompt Engineering
  - LLMs (GPT-4/5, Gemini)
  - Summarization
  - Semantic analysis
  - QA Automation
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## **EDUCATION**

- MBA in Artificial Intelligence & Big Data - Anhanguera
- MBA in Software Quality Management - Anhanguera
- Bachelor's Degree in Information Technology Management - UNIP

## **Additional Courses**

- Customer Care and Expectation Management (Hi Academy)
  - LGPD (Brazilian Data Protection Law)
  - ICT / Information and Communication Technology (SENAI)
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## **LANGUAGES**

- **English:** Technical/Professional Proficiency
- **Spanish:** Basic