Carolina Paiva Cavalcanti

Full Stack Developer
ITIL Expert | Scrum Master

CONTACT

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📍 Toronto, Ontario

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EDUCATION

UofT SCS - *present*
Boot Camp Coding

UNISUL - 2012
Specialization in IT Project
Management

UNP - 2006
Bachelor Information
Systems Degree

SKILLS

PHP - ASP
C#/ASP.net
PL/SQL
VB - Delphi

HTML5 - CSS - XML - JSON
JavaScript / NodeJS
jQuery - Ajax - Rest API
Bootstrap / Materialize

Oracle - MS SQL - MySQL
PostgresSQL - Firebase

GIT - VSS

Scrum - Agile - ITIL

ABOUT ME

Results-oriented programmer with 15+ years' experience developing, testing, and maintaining enterprise software applications. Designed and developed advanced applications from use cases and functional requirements.

EXPERIENCE

IVIA Inovação e Tecnologia, 2007 – 2018
Project Manager (2013 – 2018)
Planned and managed projects to improve cycle times, defect rates, unit costs, and customer experience for Rio Grande do Norte Government Tax Secretariat using Agile, Scrum and ITIL best practices. Directed the development of new products, tools, and processes to meet the customer demands.
- Improved incident and change management processes using ITIL best practices.
- Designed and implemented software development processes using agile methodologies.

Senior Systems Analyst (2007 – 2013)
Designed, developed and supported applications to support taxpayer collections, taxpayer inspection process and billing for Rio Grande do Norte Government.
- Developed several applications that helped auditors to increase revenue collection and streamline auditing processes.

Natal Municipal City Hall, 2009 – 2019
Senior Systems Analyst
Designed, developed and supported applications projects to support the Planning Municipal Secretariat demands.
- Developed application to support the National Information Access Law and deployed at the Public Software Federal Website as an open source tool.
- Developed application to support municipal government internal process and public communications.

LOG Tecnologia e Sistemas, 2003 – 2007
Programmer
Designed, developed web applications projects to support RN Government Services such as driver license process, vehicle registration consult and integrated collection system.
- Developed and deployed the driver license process tool for Rio Grande do Norte Government that was later on selected as the standard model for several other States.

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LANGUAGES

English - Fluent

Portuguese - Native

SOFT SKILLS

Fast Learner
Detail Oriented
Problem Solver
Organized
Hard Working
Effective
Efficient
Flexible
Honest

CERTIFICATIONS

ITIL EXPERT (OSA – RCV – PPO – SOA – MALC)
People Cert

CSM (Certified Scrum Master)
Scrum Alliance

PSM I (Professional Scrum Master)
Scrum.org

COBIT 5 Foundation
APMG - International

TRAINING

Scrum Master Advanced – PSM II
TI Exames

Management of Agile Projects (PMI - ACP)
TI Exames

Business Process Management Foundation
TI Exames

Project Management Foundation – based on PMBoK 4
TI Exames