Contact

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(LinkedIn)

Top Skills

Networking
Communication
Infrastructure Management

Languages

Espanhol (Professional Working)
Italiano (Elementary)
Inglês (Full Professional)

Certifications

MBA - Engenharia de Software

Patents

3D FLASH SOFTWARE
GEOMETRIA 3
Alinhador DIGI 4

Claudio Alberton Batista

Senior IT Operations Engineer | Development and Innovation
Manager
Araucária, Paraná, Brazil

Summary

I have always been fascinated by technology and the transformative
impact it has on people's lives. I began my career working with ERP
systems, engaging in both the development and management of
these systems. Later, I started managing the IT ecosystem at my
current company and found my inspiration in creating innovative
solutions. In recent years, I have had the opportunity to develop
pioneering software and equipment for the automotive equipment
market in Brazil.

Some achievements in development projects:

Aligner Digi 4: A groundbreaking project that revolutionized the
alignment of both light and heavy vehicles, enabling the detection
of laser beams in outdoor environments at distances exceeding 20
meters, it remains the world's most advanced laser aligner to date.

Aligner 3D Flash: The first three-dimensional aligner in Latin America
for light vehicles, standing out in the market for its innovation and
precision.

Aligner 3D Flash II: This aligner features an integrated central
camera that uses advanced artificial intelligence to detect vehicle
plates. Its intuitive software streamlines operations and significantly
boosts service productivity.

TcDataCloud: An automated database updating solution that uses
the AWS cloud to update the equipment's vehicle databases in real
time, optimizing processes and facilitating the maintenance of up-to-
date information.

Dynamic Software Block: a robust Windows service engineered for
proactive application control. Seamlessly integrated with an intuitive
management portal using AWS services, this solution empowers

IT administrators to block unauthorized Truck Center softwares in real time, ensuring that security policies are always enforced (Dynamic Blocking; Integrated Management Portal ; Offline Self-Locking Mechanism)

These achievements represent a commitment to innovation and a constant pursuit of solutions that meet the needs of Brazil's automotive equipment market.

Experience

Uken Games
Senior IT Operations Engineer
April 2025 - Present (7 months)
Toronto, Ontário, Canadá

I started to work with Uken to transform IT operations into a streamlined, automation-driven, and secure ecosystem. With a focus on process excellence and strong data governance, I delivered impactful improvements across device management, licensing, onboarding/offboarding, and compliance.

Device Lifecycle & Asset Management
• Implemented scalable logistics for device distribution, upgrades, and secure returns
• Introduced a resale strategy for unused and post-upgrade equipment
• Improved traceability through a full audit of asset records in BambooHR and Hexnode

Cost & Subscription Optimization
• Conducted repeat software usage audits and refined licensing strategy
• Strengthened access governance and ownership accountability
• Established transparency in purchasing and subscription lifecycle management

IT Support & Employee Experience
• Built a Jira-based support model with prioritization and clearer workflows
• Standardized onboarding and offboarding documentation and execution
• Improved response reliability through structured processes and automation

Internal IT Management System

• Designed and launched a centralized platform to control devices, subscriptions, approvals, renewals, and lifecycle data
• Unified operational workflows across Slack, BambooHR, and internal systems
• Established a foundation for future zero-touch deployment and AI-enhanced automation

Automation & Governance
• Created Slack-to-Jira workflows with tracking and audit logs
• Automated renewal alerts and dashboards for proactive management
• Set up Apple Business Manager for secure deployment and device oversight

Truck Center Automotive Equipments
18 years 9 months

Technology Development Manager
December 2019 - Present (5 years 11 months)
Araucária, Parana, Brasil

Technologies:

-Development in .NET C# using the Visual Studio IDE
-Full Stack Developer of the 3D Aligner Software and Geometria Software
-Image processing in C# using AForge and OpenCV
-Image Processing with OCR detection
-Pascal Delphi
-Software architecture and planning
-Creating schedules and managing projects
-Agile project management using Scrum
-Responsible for the development/planning of software for new products in the automotive market, as- well as for improving products already created and used
-Management of projects in the company's technology area and software development
-Architect of new solutions for the automotive market
-Responsible for implementing and managing tax incentives related to the company's development, namely "Lei do Bem" and "Ex-tarifário", successfully qualifying projects for government incentives
-Establishing partnerships with solution providers
-Development of software for automotive equipment and creating the ecosystem of solutions involved

IT Manager
January 2011 - December 2019 (9 years)
Araucária, Paraná, Brasil

Technologies:

-SQL Server
-Delphi Pascal
-Active Directory
-ERP Korp
-Teamwork
-.NET C# / Delphi
-Responsible for the operation of the company's IT infrastructure and management software (CRM, ERP), as well as for technological innovations and the management of department staff.
-Development of custom control software for industrial management.
-Participation in designing sales incentive campaigns and merchandising materials.
-Management and creation of online advertising campaigns using the Google Adwords tool to boost web results.

System Administrator
February 2007 - January 2011 (4 years)
Technologies:
-Pascal Delphi
-SQL Server
-Oracle
-Responsible for deploying the company's first ERP system (Octopus), which covered all departments.
-Migrated the databases from the two previous systems to the SQL Server database.
-Developed new ERP modules using the Pascal Delphi language and SQL.

Esense Sistemas
Software Developer
January 2006 - June 2006 (6 months)
Curitiba, Paraná, Brasil

I worked as a software developer in Java and served as an Oracle DBA for the Compiere ERP system. I gained experience in developing new system functionalities, creating queries, views, and procedures, as well as in managing the database.

Education

Universidade Tecnológica Federal do Paraná
Pós-graduação Lato Sensu - Especialização, MBA em Engenharia de Software · (August 2021 - October 2022)

Faculdade de Tecnologia Opet
Ensino Superior, Sistemas de Informação · (March 2005 - March 2008)

Universidade Positivo
Pós-Graduação em Banco de Dados