

# Danilo Rodrigo Costa da Silva

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## Summary

- Front-End - HTML - CSS - JavaScript - UX/UI -
  - Bootstrap - Angular
- Back-End - Java - C#
- AWS - Google Cloud, Windows Server, Linux
- E-Commerce - Vtex - Woocommerce
- Dynamics CRM 365 Developer
- Wordpress
- Git, IoT, ITIL, Scrum, Devops.
- Innovative and analytical thinking
- Active learning and learning strategies
- Creativity, originality and initiative
- Technology, design and programming
- Critical and analytical thinking
- Solving complex problems
- Leadership and social influence
- Emotional intelligence
- Rationality, problem solving and ideation
- Analysis and systems development
- Competence and problem solving skills;
- Knowledge in networks.
- Knowledge in Telecommunications.
- Knowledge in commercial automation and CRM and ERP.
- Proficiency to work in team.
- Architecture > SaaS & Packaged Architectures
- Industry > Financial Services > FS- Insurance > Insurance
- Microsoft > Microsoft Back End Development
- Health & Public Service > H&PS- Health > Provider Contracting

## EXPERIÊNCIA

### **Avanade, Recife - PE — CRM Business Analyst Senior - Developer Dynamics 365**

jul de 2019 – fev de 2020 8 meses

Working with delivery teams to translate business requirements into CRM solutions.

Identify, design and configure solutions of CRM, guiding teams of senior customers, users and IT colleagues.

Gather and take ownership of system requirements Address needs to your development and test teams Determine all the correct and detailed things required for the CRM system.

Guide users on how to use CRM effectively. Developing the system as business need.

Systems Analyst Developer CRM Microsoft Dynamics 365

### **Inserv Soluções em Tecnologia, Recife - PE — Senior Information Technology Business System Analyst**

jan de 2008 – mar de 2019 11 anos 3 meses

Analyze and develop systems and systems designs, requirements gathering and business rules designing systems according to business needs, design and analyze the requirements and rules of process mapping and data modeling following quality standards in impacting routines and applied systems, performing project planning and display operations, documenting how routines and processes, working with development in Java, JavaScript, HTML5, PHP, Visual Basic, Python, Full-Stack, among other technologies.

Implementing and integrating modules in the ERP and CRM system, as a facilitator between users and ERP and CRM developer company and analyzing users of IT service providers, having as main objective or measurable improvement the performance of products and services capacity, acting in support processes, application performance, software engineering quality and system testing, document analysis generation, including all or the new system, route the project together with programmers displaying the system.

## COMPETÊNCIAS

Planejamento estratégico

ITIL

gestão de processos

Cloud Computing

Desenvolvimento web

DNS (Sistema de nomes de domínio)

Firewalls

COBIT

DHCP

Requisitos de negócio

Levantamento de requisitos

## IDIOMAS

- Inglês
- Português

## **Evolua Digital, Recife - PE — Commercial Communications Information Technology Consultant**

jan de 2018 – jan de 2019 1 ano 1 mês

Advanced IT Consulting and SME Products Vivo Empresas

Business team management in the B2B segment;

Prospecting and marketing Telecom and IT products as dedicated link and technologies

IT business management

Commercial management

Team Management

## **Moto29 Services, Recife - PE — IT manager**

out de 2017 – jul de 2018 10 meses

Enterprise-wide IT Development and Management with system analysis and training activities for better team performance seeking system improvements to accelerate the technology process and can bring greater benefits by doing requirements analysis for building and developing application tracking applications. deliveries to the developer company where external collaborators and customers used for requests.

Raising Requirements for customers in the branch of logistics and logistics processes to quickly meet deliveries via their own application using the system by the contract customer's employees daily and providing training to employees.

## **Bradesco Seguros, Recife - PE — Insurance Business Risk Analysis**

jan de 2014 – jun de 2017 3 anos 6 meses

Risk Analysis: Verify the possibility of losses and recommend the most appropriate policies to compensate for such possible losses.

Elaboration of an Insurance Program: The broker must establish priorities so that, first, those with the greatest repercussion on the client's equity are met.

Advise the Client: Help choose the insurer, taking into account the best technical, economic and financial service, should the event provided for in the policy happen. Guide the renewals, adjusting the insurance to the conditions that occurred.

Follow-up on Changes: Changes occurring during the term of the policies should be communicated to the insurer and client for the purposes of the changes, including indicating more advisable measures.

Element Preparation: Get better coverage or premium reductions, improving safety conditions to avoid risks. The broker must place the customer in a position to achieve reductions, discounts, tariffs and other advantages.

## **Braccialetto, Recife - PE — Senior Technical Support Analyst**

jan de 2014 – jun de 2017 3 anos 6 meses

Technical support, Internet support, Corrective and preventive maintenance of microcomputers and servers, Internal management of the entire intranet and Internet network, structured cabling, implementation of specific systems for commercial and industrial automation, data transmission via modem and Ftp and Backup`s, management and maintenance of the entire Windows network and Internet and intranet servers, Installation and deployment of the Shop Control 7 and 8 commercial system Training and Development of solutions, daily backup routines.

## **FORMAÇÃO**

### **UNIFG, Jaboaão - PE —Computer Science**

2004 - 2008

### **Uninassau, Recife - PE —Analysis and systems development**

2019 - 2021

## **PROJETOS**

### **AO - Backlog Integrees**

jan de 2020 – fev de 2020

Project & Assignment Description:

Analyze an organization and design its processes and systems, assessing the business model and its integration with technology. Assess current state, identify customer requirements, and define the future state and/or business solution. Research, gather and synthesize information.

Skills I used on this project

Business Model Strategy

Business Process Design

CRM Applications  
Business Process Analysis Tools  
Requirements Analysis  
Microsoft Dynamics CRM Applications  
Microsoft Dynamics 365 CRM  
Business Model Strategy  
Business Process Analysis Tools  
Business Model Strategy  
Business Process Analysis Tools

## **Natura SI**

out de 2019 – dez de 2019

Project & Assignment Description:

Design, build and configure applications to meet business process and application requirements.

Skills I used on this project

CRM Applications  
Build Management  
Application Architectures  
Microsoft Dynamics CRM Applications  
Configuration & Release Management  
Build Management  
Application Architectures  
Configuration & Release Management

## **LABORATORIO FLEURY**

ago de 2019 – out de 2019

Design, build and configure applications to meet business process and application requirements.

Skills I used on this project

Restful API  
Microsoft SQL Server  
Microsoft Azure DevOps  
C# Programming Language  
CRM Business Architecture

## **VIVO - Partner**

out de 2018 – mar de 2019

Consulting and analysis and systems development, focusing on Dynamics CRM 2016, Made the entire process of CRM adaptation to optimize customer relationships, import customer database with customization and integration with CRM Salesforce Employee training.

Skills I used on this project

Risk Management

Project Management Body of Knowledge (PMBOK)

Program and Project Management

Estimation and Planning

Scope Management

Microsoft Dynamics CRM Configuration and Customization

Microsoft Azure SQL

Agile Continuous Integration Tools

JavaScript

C# Programming Language

Cascading Style Sheets (CSS)

CRM Application Functional Integration

## **Delivery Logistics App**

DELIVERY APP is a set of technologies with mobile app and web application.

Users have defined activities, routes, forms and system schedules,

and employees follow the pre-defined roadmap, in the sequence set, using the smartphone to phases of the script and fill out the forms.

You can also capture images (photos) from the process, GPS tracking and alert tracking via email or SMS automatically, informing some specified events.

Skills I used on this project

Business Technology

BPM Strategy & Solutions

Integration Architecture Blueprint & Design Solutions

Business Requirement Analysis  
Application Requirements Analysis  
Cloud Application Architecture  
Secure Deployment  
Application Architecture Estimation  
Application Training and Performance Support  
Industrial Applications Production Logistics Processes

## Licenças e certificados

- **Desenvolvimento Front-End Angular**
  - Órgão emissor
  - Digital Innovation One Inc.
  - Data de emissão e, se for o caso, data de expiração do certificado ou licença
  - Emitido em fev. de 2020 Nenhuma data de expiração
  - Identificador da credencial
- Nº da credencial DC14F581  
Visualizar credencial
  - - **Projetos ágeis com SCRUM**
    - Órgão emissor
    - Digital Innovation One Inc.
    - Data de emissão e, se for o caso, data de expiração do certificado ou licença
    - Emitido em fev. de 2020 Nenhuma data de expiração
    - Identificador da credencial
- Nº da credencial DC14F581  
Visualizar credencial
  - - **C # COMPLETE Object Oriented Programming**
    - Órgão emissor
    - Udemmy
    - Data de emissão e, se for o caso, data de expiração do certificado ou licença
    - Emitido em set. de 2019 Nenhuma data de expiração
    - Identificador da credencial
- Nº da credencial UC-FBD72Y9C
  - - **C # Programming Language - Advanced**

- Órgão emissor
- Fundação Bradesco
- Data de emissão e, se for o caso, data de expiração do certificado ou licença
- Emitido em set. de 2019 Nenhuma data de expiração
- Identificador da credencial
- N° da credencial A8C7D5A5-FA1A-4584-9F5D-AE28DDBE93F0
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  - **Development with Dynamics 365**
  - Órgão emissor
  - Udemy
  - Data de emissão e, se for o caso, data de expiração do certificado ou licença
  - Emitido em set. de 2019 Nenhuma data de expiração
  - Identificador da credencial
- N° da credencial UC-L7TS1ZRB
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  - **Dynamics 365 Customer Engagement: Advanced developer Topics**
  - Órgão emissor
  - Udemy
  - Data de emissão e, se for o caso, data de expiração do certificado ou licença
  - Emitido em set. de 2019 Nenhuma data de expiração
  - Identificador da credencial
- N° da credencial UC-ATNA8N8O
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  - **Administer and configure Dynamics 365 for Sales Professional**
  - Órgão emissor
  - Microsoft
  - Data de emissão e, se for o caso, data de expiração do certificado ou licença
- Emitido em ago. de 2019 Nenhuma data de expiração
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  - **Introduction to Customer Engagement Products - fundamentals**
  - Órgão emissor
  - Microsoft
  - Data de emissão e, se for o caso, data de expiração do certificado ou licença
- Emitido em ago. de 2019 Nenhuma data de expiração
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  - **Leverage Embedded Intelligence in Dynamics 365 for Sales**
  - Órgão emissor
  - Microsoft
  - Data de emissão e, se for o caso, data de expiração do certificado ou licença
- Emitido em ago. de 2019 Nenhuma data de expiração



- - **Manage and organize your product catalog with Dynamics 365 for Sales**
  - Órgão emissor
  - Microsoft
  - Data de emissão e, se for o caso, data de expiração do certificado ou licença
- Emitido em ago. de 2019 Nenhuma data de expiração
  - - **Manage leads with Dynamics 365 for Sales**
    - Órgão emissor
    - Microsoft
    - Data de emissão e, se for o caso, data de expiração do certificado ou licença
- Emitido em ago. de 2019 Nenhuma data de expiração
  - - **Manage opportunities with Dynamics 365 for Sales**
    - Órgão emissor
    - Microsoft
    - Data de emissão e, se for o caso, data de expiração do certificado ou licença
- Emitido em ago. de 2019 Nenhuma data de expiração
  - - **Overview of Dynamics 365 for Sales Professional**
    - Órgão emissor
    - Microsoft
    - Data de emissão e, se for o caso, data de expiração do certificado ou licença
- Emitido em ago. de 2019 Nenhuma data de expiração