Bruno Santos da Mata

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PROFESSIONAL EXPERIENCE

IGS - International Global Solutions   October 2025 – Present
Jr. Support Analyst   *São Paulo, SP*
- As a Support Analyst, I documented processes through technical writing and flowchart creation in Confluence
- I performed service and server maintenance via Linux terminal, using SSH
- Handled L2 and L3 demands via Zendesk
- Conducted Exploratory Testing on products alongside QA
- Prioritized activities using Kanban methodology

Pullman São Paulo Guarulhos Airport Hotel   May 2022 – September 2025
Systems Assistant   *Guarulhos, SP*
- As a Systems Assistant, I created a support portal for our internal clients, where we reduced the number of IT tickets by up to 50%, providing more autonomy and saving employees' time
- I worked on the development of a simple program for the hotel's workstation inventory management, making management simple and centralized
- I created a more elaborate control for CapEx, featuring high-information-density charts

Coders Club   August 2024 – December 2024
Freelance UI Designer   *São Paulo,SP*
- I was responsible for the User Interface Design, developing a style guide for the mobile and web app.
- I created functional and high-fidelity prototypes, using components to achieve a consistent final result.

Signa Consultoria e Sistemas   November 2020 – February 2022
Jr. Full Stack Developer.   *São Paulo, SP*
- Software development using C#, ASP Classic

EDUCATION

Faculdades Metropolitanas Unidas   December, 2020
Associate's Degree, Systems Analysis and Development   *São Paulo,SP*

Coursera   April,2025
Non-degree course, Google UX Design Professional Certificate   *São Paulo, SP*
- *Foundations of User Experience (UX)*
- *Design Starting the UX Design Process: Empathize, Define, and Ideate*
- *Conducting UX Research and Testing Early Concepts*
- *Building Wireframes and Low-Fidelity Prototypes*
- *Creating High-Fidelity Designs and Prototypes in Figma*

SKILLS

Active Listening, Troubleshooting, Shell Scripting, Linux, COBIT Principles, Zendesk, Jira, Confluence, Frontend Development (HTML, CSS, and JS), Network Infrastructure (Switch and AP Management), Requirements Analysis, C# (Basic), Python (Basic)

LANGUAGES

- Portuguese (Native)
- English (Advanced)
- Spanish (Basic conversation, intermediate writing)