**Bruno Santos da Mata**

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**PROFESSIONAL EXPERIENCE**

**Pullman São Paulo Guarulhos Airport Hotel** May 2022 – Present

*Systems Assistant Guarulhos, SP*

* As a Systems Assistant, I created a support portal for our internal clients, which reduced IT support tickets by up to 50%, giving employees more autonomy and saving their time.
* I developed a simple program to manage the hotel’s workstation inventory, making the management process straightforward and centralized.
* I designed a more advanced CapEx control system, featuring high-density information charts.

**Coders Club** August 2024 – December 2024

*UI Designer Freelance**São Paulo,SP*

* I was responsible for the User Interface Design, developing a style guide for both mobile and web apps. I created functional, high-fidelity prototypes using components to ensure a consistent result.

**Signa Consultoria e Sistemas** November 2020 – February 2022

*Full Stack Jr. Developer São Paulo, SP*

* C#, ASP Classic coding.

**EDUCATION**

**Faculdades Metropolitanas Unidas** December, 2020

*Technologist in Systems Analysis and Development São Paulo,SP*

**Coursera**  April,2025

*Non-credit 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*
* *Creating Low-Fidelity Wireframes and Prototypes*
* *Designing High-Fidelity Prototypes in Figma*
* *Developing Dynamic User Interfaces (UI) for Websites*

**SKILLS**

Active Listening, Troubleshooting, Shell Scripting, COBIT Principles, Frontend Programming (HTML, CSS, and JavaScript), Network Infrastructure (Switch and Access Point Management), Requirements Analysis, Basic C#, Basic Python

**LANGUAGES**

* Portuguese (Native)
* English (Advanced, used professionally for bilingual tech support and international client communication.)