BRUNO SANTOS

647 906 9035

Markham, ON L3R 2L8   ebrunosan@gmail.com

Current student in the Computer Software & Database Development Post-Graduate Certificate program. Qualified by 10+ years' experience in software development industry. Experienced in coordinating cross-functional IT solutions through requirements, designing, development, testing, and deployment.

SUMMARY OF QUALIFICATIONS

- Graduated in Canada, MBA in IT Strategic Management, and BSc in Informatics

- Agile methodology utilized with PMBoK procedures and Scrum Practices

- Established standard PMI documentation and tools for project lifecycle (SDLC) from Analysis to Close-out for the IT Sales Organization

TECHNICAL SKILLS

- Agile framework, BABoK and PMBoK
- eCommerce and billing interfaces
- Software as a Service (SaaS)
- Web services responsive web design
- Credit Bureau information systems
- Authentication and Digital Signature

EXPERIENCE

Cultural & Academic Mentor   **Jun 2018 – Present**
Lambton College | Educational | +1,000 employees

- Recommended a scheduling tool to manage appointments between mentee and mentor
- Support undergrad and grad students to overcome software development assignments and database projects

Coach   **Oct 2016 – Dec 2017**
Amazon | Logistics | +10,000 employees

- Coordinated up to 12 warehouse associates per shift and conducted procedures training for 20+ new hires
- Took ownership in solving delivery concerns under pressure in a fast-paced environment

IT Business Analyst Coordinator   **May 2011 – May 2015**
Experian | Information Services | +10,000 employees

- Became reference as a BABoK user at IIBA chapter Sao Paulo. Gave a speech to an audience of 80+ business analysts
- Managed a team of 14+ analysts among 5 business units with a yearly payroll of USD$ 1.2+ million

IT Project Manager   **Aug 2009 – Apr 2011**
Experian | Information Services | +10,000 employees

- Act as a principal technical sales consultant and project manager in contracts with third party providers and partners
- Coordinated a Software as a Service (SaaS) integration in 3 months with General Motors ERP that led to a monthly revenue of US$ 30 mil

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IT Business Analyst   **Dec 2006 – July 2009**
Experian | Information Services | +10,000 employees

  • Played a role as scrum master through the transition from conventional project to Agile project management methodology
  • Created Request for Proposal (RFP) for a winner's auction in a Public Key Infrastructure acquisition for a deal of USD$ 0.5 million

Senior System Analyst   **Sep 2002 – Nov 2006**
Experian | Information Services | +10,000 employees

  • Managed IT staff, implementations, and support of wide variety of software technologies including: Java, Webservices, Oracle DB, WebSphere IBM, Apache-Tomcat, and Linux
  • Led a Resource and Development team to implement an Open Source PKI (Private Key Infrastructure) in Java EJB as a Certificate Authority

EDUCATION

Computer Software & Database Development   Post Graduate Certificate
Lambton College, Toronto, ON

Internet & Web Technology   Certificate
Langara College, Vancouver, BC

Strategic Management in IT   MBA
FGV Fundação Getúlio Vargas, São Paulo, SP

Mathematics Applied to Informatics   BSc
FASP Faculdades Associadas, São Paulo, SP

LANGUAGES

  • Portuguese   • English   • Spanish