BRUNO SANTOS

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SOFTWARE DEVELOPMENT SPECIALIST WITH 10+ YEARS EXPERIENCE

- Graduated in Canada, MBA in IT Strategic Management, and BSc in Informatics
- Experienced in coordinating cross-functional IT solutions through all software lifecycle (SDLC)
- Agile practitioner aligned with PMI, Scrum, and ITIL methodologies
- Fluency in English, Portuguese, and Spanish
- Technical skills including but not limited to Java, Javascript, NodeJS, Angular, REST, MySQL

EXPERIENCE

Cultural & Academic Mentor | Volunteer   **2018 – Present**
Lambton College | Toronto, ON

- Implemented a scheduling tool to manage appointments between mentee and mentor to reduce no-show rates
- Assist students to succeed in their curses serving as a tutor in computer skills

WordPress Consultant | Volunteer   **2017 – 2017**
HR Mental Wellness Centre | Vancouver, BC

- Guided a clean up into an existing website selecting appropriate plug-ins without any loss
- Improved the page speed score from 43/100 rate to 65/100 after applying performance optimization by Google Insights and GTMetrics recommendations

Web Technology | MSc Candidate   **2016 – 2017**
Langara College | Vancouver, BC

- Referred by two PhD instructors for delivering high-quality software, extensive problem-solving expertise, and excellent performance
- Key areas of studies: Angular 2, WordPress, PHP, Bootstrap, ExpressJS, and MongoDB

CAREER EXPERIENCE

IT Team Coordinator   **2011 – 2015**
Experian | São Paulo, SP

- Managed a team of 14+ analysts among 5 business units with a yearly payroll of USD$ 1.2+ million
- Established annual team goals and a department roadmap, reporting directly to the IT executive manager
- Improved the Key Performance Indicator (KPI) related to internal client satisfaction from 65% to 90% in two years
- Became reference as a BABoK user at IIBA chapter Sao Paulo received an invitation to be a speaker in a seminar to 80+ business analysts

IT Project Manager   **2009 – 2011**
Experian | São Paulo, SP

- Established standard PMI documentation from analysis to close-out for IT projects improving the sales success rate by 20%
- Redesigned a technical sales service in contracts with third-party providers, resulted in an increase of 15% in the annual revenue
- 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

IT Business Analyst   **2006 – 2009**
Experian | São Paulo, SP

• Implemented a monthly sprint planning for prioritization the software backlog based on ROI analyses resulting in 30% of investment savings
• 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

Software Specialist   **2002 – 2006**
Experian | São Paulo, SP

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

EDUCATION

Computer Software & DB Development – Post Grad Certificate   2018 – In progress
Lambton College | Toronto, ON

Internet & Web Technology – Graduate Certificate   2016 – 2017
Langara College | Vancouver, BC

Strategic Management in IT – MBA   2012 – 2014
FGV Fundação Getúlio Vargas | São Paulo, SP

Mathematics Applied to Informatics – BSc   1989 – 1992
FASP Faculdades Associadas | São Paulo, SP