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 20+ 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, mobile and mainframe applications

• Credit Bureau information systems

• Authentication and Digital Signature

RELEVANT EXPERIENCE

IT Business Analyst Team Coordinator   **2011 – 2015**
Experian Group, São Paulo, SP

  • 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   **2009 – 2011**
Experian Group, São Paulo, SP

  • Integrated Costa Mesa eCommerce platform with São Paulo's IT infrastructure in 12 months project
  • 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 Group, São Paulo, SP

  • Led an Email Marketing software conversion from Dublin to São Paulo within six months
  • 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   **2003 – 2006**
Experian Group, São Paulo, SP

  • Managed IT staff, implementations, and support of wide variety of software technologies including: Java, Webservices, Oracle DB, WebSphere IBM, Apache-Tomcat, and Linux
  • Played a role as scrum master through the transition from conventional project to Agile project management methodology

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ADDITIONAL EXPERIENCE

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

- Recommended a scheduling tool to manage appointments between mentee and mentor
- Support undergrad and grad students to overcome technical assignments and exams challenges

Warehouse Coach   **2016 – 2017**
Amazon, Vancouver, BC

- 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 & Multimedia Support (Volunteer)   **2015 – 2015**
New Creation Church, Vancouver, BC

- Demonstrated flexibility to smoothly accommodate real-time issues for 80+ people events
- Utilized PowerPoint and other in-house applications to display lyrics and messages during sermons

EDUCATION

Computer Software & Database Development – Post Grad Certificate   2018 – Present
Lambton College, Toronto, ON

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

Strategic Management in IT – M.B.A.   2014
FGV Fundação Getúlio Vargas, São Paulo, SP

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

LANGUAGES

- Portuguese   • English   • Spanish