

# HEYDER FALHEIRO

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## Education

### Instituto Tecnológico de Aeronáutica (ITA)

Expected Graduation: December 2026

Bachelor of Engineering

São Paulo, Brazil

- Courses: Neural Networks with Classical and Deep Learning, Parallel Processing, Requirements Engineering for Complex Systems with Software

### Liaoning Normal University

June 2017 – January 2018

Chinese Language Program, Intermediate Level 4 (Exchange Program)

Dalian, China

## Work Experience

### Selvia AI Medical Accounting

November 2024 – May 2025

Software Engineer Intern

São Paulo, Brazil

- Designed, developed, and integrated **client-server APIs** for WhatsApp-based communication flows, driving a **40% increase** in PLG funnel efficiency through enhanced automated customer engagement.
- Architected and deployed **AWS Lambda serverless functions** to securely connect banking systems with customer service platforms, applying **object-oriented design** and **modular development** principles.
- Led the development of **automation tools** that eliminated over **60% of manual operational tasks**, significantly boosting scalability and execution speed.
- Built and optimized **AI agents powered by large language models (LLMs)** to support internal operations and smart response systems, reducing human workload by approximately **35%**.

### VTEX Ecommerce Solutions

July 2023 – June 2024

Field Software Engineer

São Paulo, Brazil

- Delivered high-impact investigative support across a portfolio of over **100 e-commerce stores**, each with distinct and complex architectures.
- Acted as a quadrant **leader and go-to engineer**, resolving **over 90% of escalated cases** involving critical failures, API issues, and infrastructure bottlenecks.
- Independently led internal projects, including customer churn reduction initiatives that contributed to a **25% improvement** in retention for targeted clients.
- Spearheaded the creation of a War Room training program for onboarding and upskilling support analysts, reducing ramp-up time by **50%**.

### Makers Fellowship

Since Jan 2024

Coding Fellow

Remote

- Participation in a program empowering **high-potential Latin American talents** on their journey to building world-class companies, fostering the **next generation of leaders and entrepreneurs**.

## Projects

### Arduino Anti-Panic Device

Arduino | C++

- Designed and programmed an Arduino-based anti-panic alert device to assist users during emergencies

### River Flow Prediction Using Machine Learning

MATLAB

- Built and trained ML models to predict river flow levels using historical hydrological and meteorological data

### Concrete Analysis Notebook

MATLAB

- Developed a comprehensive tool for concrete structural analysis

## Technical Skills

Languages: Python, JavaScript, HTML5, CSS, C/C++, SQL

Developer Tools: AWS, Postman, Git, Docker

Libraries/Frameworks: ReactJS, LangGraph, LangChain, PostgreSQL, NextJS, VueJS, NodeJS