

JOÃO LUAN MENDOÇA MOURA

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PROFESSIONAL SUMMARY

I am a Systems Analysis and Development student with a lifelong passion for technology. Currently, I develop practical projects in Node.js, Express, jQuery, and Bootstrap, including a community monitoring application integrated with Home Assistant. I have over 15 years of experience in management and leadership in the food industry, which has given me skills in organization, teamwork, and problem-solving. I am transitioning my career to the IT field and seeking an internship opportunity to apply my knowledge, grow professionally, and contribute effectively to the team.

PROFESSIONAL EXPERIENCE

General Manager – SS Reis LTDA

Jun 2025 - Present

- Team management, including hiring, training, and performance monitoring.
- Quality control, ensuring a high standard at all stages of service.
- Inventory and supplier management, focusing on cost reduction and operational efficiency.
- Indicator analysis, applying strategies to increase revenue and customer loyalty.
- Planning and execution of promotional campaigns and digital presence management, strengthening the brand image.

Restaurant Manager – America Steak House

Apr 2023 - Apr 2025

- Database management with over 10,000 clients.
- Customer acquisition, loyalty, and personalized service.
- Team management: hiring, training, and operational leadership.
- Inventory control, purchasing, and supplier relationship management.
- Coordination of reservation systems and dining room flow.
- Social media and digital campaign management.

Manager – Croasonho / Habib's / Newport

Apr 2015 - Dec 2019

- People management and team training.
- Inventory control, costs, and performance indicators.
- Customer service and administrative operations.

Partner/Administrator – Restaurant (Empreendimentos Moura Aquino, SSA/BA)

Dec 2009 - May 2015

- General administration, financial control, and inventory management.
- Customer service and team coordination.
- Menu development and operational strategies.

EDUCATION

Systems Analysis and Development – UNISINOS

(Expected conclusion: 2026)

English - C1

TECHNICAL SKILLS

- Programming: Node.js, Java, HTML, CSS, JavaScript
- Frameworks & Libraries: Express, Bootstrap, jQuery
- Databases: JSON, SQL concepts, and data integration
- Tools: Git/GitHub, VS Code, Linux (containers and terminal)
- Management of digital processes, data organization, indicator analysis.
- Analysis of performance indicators, costs, and results for strategic decision-making.
- Creation of workflows and process standardization, ensuring efficiency and quality.
- Experience in customer service and conflict management, with a focus on results.