

Tony Radicchi

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[LinkedIn](#) | [Portfolio](#) | [GitHub](#)

Skills

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- Programming and Technical Knowledge: Understanding of programming languages, databases, platforms, frameworks, and web technologies (**e.g. Node, React, Linux/Ubuntu, AWS (S3, Cloudwatch, EC2), SQL, NoSQL**)
 - Excellent Interpersonal and Communication Skills: Highly developed verbal and written communication abilities in English, Portuguese, and Spanish.
 - Proficiency in Google Suite, Microsoft Office and Agile Softwares: Advanced skills in Word, Excel, PowerPoint, Microsoft Google accounts and JIRA and Confluence.

Education

Diploma in Software Development

Southern Alberta Institute of Technology - Calgary, AB

January 2023 to August 2024

Bachelor's in Law

Universidade Federal de Minas Gerais - Belo Horizonte, BR

February 2017 to August 2021

Work Experience

Software Engineer

OQ Digital - Remote

May 2024 - present

- Contributes to backend development by fixing bugs, implementing new functionalities, and conducting comprehensive tests to enhance the robustness and efficiency of the codebase.
- Completes assigned tasks in JIRA, adhering to project conventions for pull requests and ensuring code quality and consistency.

Leveraged knowledge: Node - Typescript - MongoDB - Git - Terraform - REST APIs - AWS - JIRA

Customer Onboarding Specialist

Neo Financial - Calgary, AB

June 2023 - Sep 2024

- Assisted more than 8000 customers over the phone, chat, or email with timely, professional, and friendly resolutions to their problems.
- Successfully executed the Nesting Burst, playing a pivotal role in guiding and enabling more than 30 new agents to excel in their roles.
- Successfully executed the Central Ops Burst, dealing with banking operations such as payment reversals, chargeback disputes, and fingerprint checks.

Legal advisor

Vilar Pereira Paiva Real Advogados - Belo Horizonte, MG

May 2019 – December 2022

- Demonstrated strong leadership skills by overseeing and managing a team of two legal professionals, effectively delegating tasks and ensuring high-quality work.
- Played a key role in more than 10 M&A operations, conducting thorough legal due diligence, drafting, and reviewing contracts, and negotiating terms to facilitate successful transactions.
- Spearheaded the establishment of a new financial institution in Sao Paulo, overseeing regulatory processes, interfacing with authorities, and drafting essential compliance documents.