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| Matheus Schaffer   |  |  |  | | --- | --- | --- | | Software Developer | Itajaí SC, Brazil | +55 47 999226000 | | |
| Details Itajaí SC, Brazil  +55 47 999226000  [martins.schaffer@gmail.com](mailto:martins.schaffer@gmail.com) Links [Linkedin](https://www.linkedin.com/in/matheus-martins-schaffer-54b4961b8/)  [GitHub](https://github.com/matheusmschaffer) Skills  |  |  | | --- | --- | | Strong Leadership Skills | | |  |  |  |  |  | | --- | --- | | Database Management | | |  |  |  |  |  | | --- | --- | | Advanced Analytical Thinking Skills | | |  |  |  |  |  | | --- | --- | | Programming | | |  |  |  |  |  | | --- | --- | | Software Logic | | |  |  |  |  |  | | --- | --- | | Software Troubleshooting | | |  |  |  |  |  | | --- | --- | | Knowledgable in User Interface/ User Experience | | |  |  |  Languages  |  |  | | --- | --- | | Brazilian Portuguese | | |  |  |  |  |  | | --- | --- | | English | | |  |  | | |  |  |  |  | | --- | --- | --- | --- | |  | | Profile | | |  | Passionate about solving problems, bachelor's degree in IT, I worked in the fields of support and systems implementation in the first phase of my career. I worked as leader of a team of analysts for a large company in the transportation sector, we achieved customer loyalty of over 85% through the deployment of resources available after purchasing the products. I currently work as a product manager and also work in the systems support, implementation and quality department. I am looking to resume my career as a systems developer. | |  |  |  |  |  | | --- | --- | --- | --- | |  | | Employment History | | |  | Customer Experience Manager at Elite GR, Itajaí, SC, Brazil February 2018 — 2024   * Collaborated with cross-functional teams to develop customer-centric solutions to customer problems * Conducted customer surveys to identify customer needs and preferences, resulting in improved customer experience * Created customer-facing dashboards to monitor customer feedback, enabling timely responses and customer service resolution * Responsible for creating fleet management products that report speed violations directly on the cell phone of those responsible and reduce fuel costs by 35% on average * Customer relationship manager  System analyst at Autocracy, Joinville, SC, Brazil February 2013 — January 2018   * Conducted thorough system analysis to identify and resolve system issues, resulting in improved user satisfaction; * Researched, analyzed and documented business requirements to ensure accuracy and completeness of system design; * Developed and implemented data quality checks that reduced errors in reports; * Troubleshot and resolved application-level issues with a 95% resolution rate within the first contact. | |  |  |  |  |  | | --- | --- | --- | --- | |  | | Education | | |  | Bachelor in Information Systems, Univille - University of Joinville, Joinville, SC, Brazil February 2014 — December 2017  Bachelor's degree in Information Technology with one of the best grades in the institution in the final work. Based on ISO/IEC 25010, I created a software evaluation model that was used to improve the university's internal systems. | |  |  |  |  |  | | --- | --- | --- | --- | |  | | Courses | | |  | FullStack Formation, DNC SchoolJava Full Programing, Top Dev | | |