Paulo Pinto

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PROFESSIONAL SUMMARY

- Results-driven **Product Operations professional** with 4+ years of experience driving **scalable processes, cross-functional collaboration, and product optimization** in high-growth fintech environments. Proven track record of **identifying operational opportunities, building vendor management systems, and translating complex challenges into actionable solutions** that drive measurable business impact. Experienced in **hyper-growth environments** with expertise in **automation, data-driven decision-making, and stakeholder management**.

WORK EXPERIENCE

Trade Republic   **Berlin, Germany**
Product Operations   *Sep 2024 - Present*

- **Collaborated with Product teams and senior stakeholders** to define high-impact roadmaps, providing strategic feedback on algorithmic detection rules that **resulted in creation of real-time ML rule with 95% true positive rate**
- **Built and optimized scalable processes** for fraud investigation lifecycle, **reducing average handling time by 25% across 500+ monthly cases** and achieving **96.47% quality rating improvement** from 70.34% baseline
- **Identified key operational opportunities** through end-to-end development of internal automation tools using SQL, **left-shifting 15,000+ monthly tickets** while maintaining KPI/SLA adherence
- **Managed critical vendor relationships** with 60+ external agents, designing comprehensive training programs, performance monitoring KPIs, and QA systems. **Currently leading team of 15 external agents** with focus on productivity optimization and quality assurance

Revolut   **Porto, Portugal**
Product Operations   *Sep 2021 - Aug 2024*

- **Executed high-impact roadmap initiatives** by coordinating cross-market compliance programs for Wealth & Trading products, supporting **audit readiness under MiFID II and MAR regulations**
- **Built scalable operational processes** through automation of compliance evidence collection with **SQL, reducing manual workload by 40%** and enabling faster strategic decision-making
- **Identified growth opportunities** by collaborating with Product and Legal teams to **embed AML/CTF controls** into trading workflows, reducing false positives while maintaining regulatory compliance
- **Optimized customer experience** by designing and deploying **real-time trading investigations dashboard across EMEA**, **cutting false positive resolution time** and enabling bulk actions across **300+ monthly cases**

SKILLS

- **Product & Strategy:** Roadmap execution, cross-functional collaboration, vendor management, performance tracking systems, process optimization, customer experience enhancement
- **Problem-Solving & Analysis:** Complex challenge translation, operational opportunity identification, data-driven decision making, KPI design and monitoring
- **Technical Skills:** SQL, Metabase, PowerBI, Looker, Snowflake, DBT, API integration, automation workflows, dashboard creation, real-time analytics
- **Languages:** Portuguese (Native), English (Fluent), Spanish (Fluent), German (Elementary)
- **Emerging Tech:** AI-driven automation, LLMs.

EDUCATION

Postgraduate Degree – Data Analysis for Business, Polytechnic Institute of Cavado and Ave.

Postgraduate Diploma – Counter Fraud & Corruption, University of Portsmouth.

Bachelor's Degree – International Business, University of Minho.

N8N Automation - Level 1.