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- Lisbon
- S Brazilian () Italian

# Rafael Miranda Durante

Front-End Jr • Product Manager • Customer Success

### About

I'm half Italian and half Brazilian. I have lived in China and Japan, but I'm currently in Lisbon to gain new experiences.

Education, Management and Technology are my passion. I strongly believe they all work together in any corporation. That's the reason why I chose to study those three subjects in my life.

Career developed in business management with over than 6 years of experience. Active role in KPIs monitoring. In charge of team leading and traning, and operations related to the Commercial.

What thrills me most is to see real improvements based on the company's and customers' needs. I'm a always looking for a new challenge.

## Languages

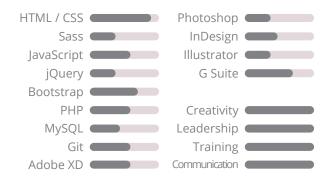
PORTUGUESE

ENGLISH

IAPANESE

ITALIAN

## Technical & Personal Skills



#### Certificates:

https://cursos.alura.com.br/user/rafaelmdurante https://www.freecodecamp.org/rafaelmdurante

## Experience

Mar 2012 - Jan 2019

## Commercial Manager

AGF Tatuhiby (Post Office) - Brazil

Started as an Assistant, contacting and prospecting customers. After an MBA in Management, became responsible for driving and planning the company's commercial strategies. In charge of 17 people and 450 customers. Implemented a new ERP and a simplified sales pipeline. Brought automation to the operations, which made possible to invest more time in training, resulting in higher customer retention rate. Improved operations and logistics by reorganizing routes and daily routines which reduced costs signifiantly. Implemented KPIs to understand the business from an analytical perspective. Always in touch with developers and customers in order to improve the system and UX based on real needs.

Jan 2010 - Jan 2012

**English Teacher** 

Cultura Inglesa Campinas - Brazil

Jun 2009 - Dec 2009

Administrative Assistant

Asian Gate - China

Jun 2008 - Jan 2009

English / Portuguese Teacher IONA English School - Japan

### Volunteer

#### Administrative Director

APOST-SP (Brazilian Association of Post Office Franchisees) 2017-2018

#### Volunteer Work

Nagasaki Wesleyan University - Japan

## Education

\* in progress

### Full-stack JavaScript

Eddisrupt Bootcamp Lisbon 2019 - From March to September \*

#### Front-end Development

Alura.com.br \* / freeCodeCamp \* / Udemy \* 2018 - current

### MBA in Business Management

Fundação Getúlio Vargas (FGV) - Brazil 2013 - 2014

### Japanese Language and Cultura

Nagasaki Wesleyan University - Japan 2008

#### Bachelor's degree in Languages

Universidade Paulista - Brazil 2004 - 2006

# What I do on my Spare Time

















