



+351 91 3759618
rafaelmdurante@gmail.com
linkedin.com/in/rafaelmdurante
github.com/rafaelmdurante
www.rafaelmdurante.com
Lisbon

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 training, 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 always looking for a new challenge.

Languages

C2 C1 B1 B1 B1
PORTUGUESE NATIVE ENGLISH CAE JAPANESE JLPT 3 ITALIAN SPANISH

Technical & Personal Skills

HTML / CSS	Photoshop
Sass	InDesign
JavaScript	Illustrator
jQuery	G Suite
Bootstrap	
PHP	Creativity
MySQL	Leadership
Git	Training
Adobe XD	Communication

Certificates:

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

Experience

Mar 2012 - Jan 2019

Commercial Manager AGF Tatuhyby (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 significantly. 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
2008

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

