RAFAEL WINTER

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SUMMARY OF QUALIFICATIONS

Experienced software engineer, with over 10 years of experience, developing software, contributing ideas and solutions, and engaging with clients and users to enhance their experience in the Public sector

My key strengths are proactively engage with clients, understanding their needs, propose enhancements, and prioritize customer satisfaction. Fluent in English and Portuguese as native speaker

Strong written and verbal communication skills, Fast learner and attempt to industry changes

Strong understanding of the Client-Server Architecture

Experience using web services technologies: SOAP, HTTP and REST

Skilled knowledge: HTML, CSS, JavaScript, Git, Github, Node.JS, React, Next.JS, TypeScript, PHP, SQL databases, MongoDB, Tailwind, Microsoft Office programs.

WORK EXPERIENCE

Software Engineer | April 2006 to up to date
SERPRO (Federal Data Processing Service) | Brazil
Company Brief: It is the biggest government-owned corporation of IT services of Brazil to modernize and give agility to strategic sectors of public administration with annual revenue around 600 MM.

- Develop and implementing of software who detecting frauds, evasions, and inconsistencies in the Annual Revenue Brazilian declaration, tracking amount of YTD revenue vs. taxes payable, reporting to taxpayer in order to regularized taxes.
- Manage currently systems, deeply understanding business needs, providing optimizing and improvements ensuring efficiently
- Performed update to system who tracking taxes, sending notice of assessment to taxpayer with action required by mailing, as a result, provide performance and efficiency by 30% through refactoring, emphasizing code reusability and adherence to best practices as a result streamlined architecture and enhanced code readability
- Create and implementing tools to help taxpayers to self regularization regarding inconsistencies, information query, notifications, notice of assessment and request for proof of documents ensuring customer satisfaction with more efficiently and solving any tax issues.
- Explore new opportunities for the company, understanding customer's needs, providing solutions following requirements, developing, testing and implementing of new products in order to increase revenue and achieve company goals.
- Develop of internal tools to assist daily tasks, facilitate and automate activities, help in search and solving problems, creating solution to seamlessly integrate multiple interaction tools with related systems, significantly boosting team productivity and streamlining workflow processes.
- Oversee temporally project team providing feedback, delegating tasks; mentoring deliverables and deadlines, sharing technical orientation as needed in order to achieve company goals.

IT Support Technician | August 2022 *(temporary contract)*
Affinity Group | Vancouver, BC
Company Brief: IT recruitment and consulting organization that supports clients across North America

- Configured and deployed laptops and desktops, installing and configured various devices and set up the company's network infrastructure
- Provided support to users, troubleshooting issues and resolving technical problems.

AWARD

Recognized as a top performer, achieving consecutive merit-based promotions due to exceptional team

EDUCATION

Post-Graduation in Big Data | January 2021 to December 2021
Metropolitan University | Brazil

Bachelor in Information Technology | January 2001 to December 2004
Federal University of Parana **|** Brazil