





Rafael Brito

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PROFESSIONAL SUMMARY

Enterprise Support Specialist with 10+ years of experience in market data integration, client technical support, and business intelligence across financial services. Proven track record of solving complex technical issues for high-profile clients in capital markets, asset management, and fintech. Skilled in APIs, Python, SQL, data delivery systems and cloud solutions with a focus on driving client adoption, improving data quality, and streamlining integration.

PROFESSIONAL EXPERIENCE

Bloomberg LP – New York, NY

Enterprise Support Specialist (Aug 2023 – Present)

- Serve as SME for Enterprise Data APIs and cloud delivery, ensuring seamless integration into client applications and accelerating time-to-value.
- Act as the technical escalation point for strategic accounts, resolving high-priority issues and participating weekly calls with clients and TAMs.
- Collaborate in pre-sales engagements, aligning technical solutions with client business goals to support new revenue opportunities.
- Provide deep technical expertise on REST/SOAP APIs, real-time market data APIs, SFTP, and cloud delivery technologies, focusing on optimization for clients in production.
- Review client application code and logs to troubleshoot issues, improve product usage efficiency, and ensure compliance with Bloomberg data policies.
- Automated log analysis and troubleshooting workflows, reducing client issue resolution time.
- Lead team-wide training programs, mentor new hires, and drive knowledge sharing to maintain high technical service standards.

Intercontinental Exchange (ICE) – New York, NY

Enterprise Content Support (Jun 2022 – Aug 2023)

- Acted as liaison between data operations, product, and enterprise clients, ensuring timely resolution of reference data inquiries across multiple product lines.
- Built analytical reports to identify trends and inefficiencies in data production workflows, improving accuracy and turnaround time.
- Developed and deployed Power BI dashboard to monitor client inquiry KPIs in real-time.

InspIR Group – São Paulo, Brazil

Sr. BI Analyst (Mar 2020 – May 2022)

- Designed shareholder data analysis, investor targeting reports, and market dashboards for corporate clients.
- Created stock performance and benchmarking reports in Power BI and deployed Microsoft PowerApps.
- Developed BI solutions that streamlined investor targeting workflows, reducing reporting time by 60%.

Intercontinental Exchange (ICE) – New York, NY

Sr. Data Researcher (Jul 2015 – Sep 2019)

- Built and maintained relationships with fixed income data contributors.
- Led outreach to securities' issuance agents (issuers, trust administrators, underwriters) to verify fixed income terms and conditions.
- Conducted root cause analysis on recurring data sourcing issues, improving overall data quality.
- Collaborated with data contributors and leveraged automation to enhance fixed-income reference data quality for downstream client applications.
- Mentored junior team members
- Led migration of outdated ticketing platform to JIRA.

Issa PR – New York, NY

PR Executive (Nov 2014 – Dec 2015)

- Managed media relations and secured press coverage for client events and campaigns.
- Produced client proposals, market research, and post-event analytics reports.

Interactive Data – New York, NY

Data Research Specialist (Jun 2012 – Jan 2013)

- Processed corporate actions and reference data for equities, fixed income, and mutual funds.
- Extracted and validated data from stock exchanges releases, debt indentures and SEC filings.

EDUCATION

• FIA Business School – São Paulo, Brazil

Master's Degree – Data Analytics & Machine Learning (2020 – 2022)

• The City College of New York – New York, NY

Bachelor of Arts – Interdisciplinary Studies, Urban Studies & Public Administration (2016 – 2019)

LANGUAGE SKILLS

- English (Native/Bilingual)
- Portuguese (Native/Bilingual)
- Spanish (Professional Working)
- Italian (Elementary)

TECHNICAL SKILLS & CERTIFICATIONS

- Skills: Bloomberg Terminal & Enterprise Solutions, Power BI, Office 365, SharePoint, PowerApps, SQL, Python, SFTP, REST/SOAP APIs, XML/JSON data feeds, AWS, Azure.
- Programming Foundations: APIs and Web Services
- A Cloud Guru - Introduction to AWS
- AWS for Developers: Identity Access Management (IAM)