Raphael Fernando Marcelino da Silva

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OBJECTIVE

Engineering and Technology fields (Development

EDUCAÇÃO

Analysis and Systems Development– FATEC
Programming languages (Java and C) and hardware labs. End in 2024.

Computer Engineer – IBTA, 2018.
Development of mechanical hand projects and Artificial Intelligence, development of robots - hardware and software -, congresses and fairs of technology and scientific initiation

Chinese and Language Culture – Hubei University, 2016.
Studies focused on culture, finance, politics, technology and business. Focused on learning the Chinese language.

LANGUAGES

Enflish: Fluent
Spanish: Advanced

Mandarim Chinese: Advanced - (HSK 1, 2 e 3; HSKK1)
Korean Basic

PROFESSIONAL EXPERIENCE

Olist (July/2021 – July/2022)
Business Architect Sr
Lead prospecting. Business presentation to new partners and steps to be taken. Monitoring the negotiations and drafting of contract with the legal team. Implementation of the systems integration process and parameterization using the VTEX platform, monitoring and approval. Creation of the ticket system, support in the resolution of tickets with the responsible teams and customers. Creation of Power BI dashboards for data analysis and decision making. Structuring a CRM tool for managing and monitoring the growth of partners and customers. Creation of documentation and translations. Support in the international expansion project.

B2W Digital (August/2019 – June/2021)
Deployment/Support Analyst
System administration and integration, prospection of ERPs, platforms and hubs. Process approval and implementation of new stores and ERPs, plus follow up on doubts and support. Support to internal and external customers, including the commercial team and international sellers, with a focus on China. Participation in the structuring of the ticket/call system and creation of strategies. Support in structuring the implementation team. Responsible for managing accounts and sellers' portfolio, tracking item uploads and resolving queries, creating materials and training in English and Mandarin.

Atech – Grupo EMBRAER (January/2016 – August/2019)
Engineering Assistant
Configuration, mapping and control of network equipment, as well as a network monitoring tool, Zabbix. Creation of diagrams, for improving networks in airport control rooms. Monitoring of activities, installations and updates carried out in control towers. Processing of data collected in fields, creation of network topology, elaboration and translation of detailed documentation regarding the technical configuration, technical and electrical specification. Detailed documentation, containing the quantity and arrangement of the equipment to be acquired, requirements and standards for application and structuring, as well as calculations regarding thermal dissipation, electrical consumption and memory consumption necessary to run the modernized system. Responsible for the elaboration and improvement of projects to modernize international sites and contact with customers.

Courses and Certification

● HTML5 and CSS3 – Curso em Vídeo
● JavaScript – Curso em Vídeo
● JavaScript Completo ES6 - Origamid

● Youth Group and São Paulo State coordinator of SERVAS in Brazil, also a member of the Communication Group.
● Reception of foreigners in cultural exchanges. Volunteer work in churches, orphanages, nursing homes and classes in schools.
● Cultural exchange and trips to China, Taiwan, South Korea, Germany, Spain and Argentina.