

## Contact

+55 71985431158 (Mobile)  
henrique.souza.lima@outlook  
.com

www.linkedin.com/in/limahenrique  
(LinkedIn)

## Top Skills

JavaScript  
API REST  
Data Modeling

## Languages

Inglês (Full Professional)  
Portuguese (Native or Bilingual)  
Espanhol (Limited Working)

## Certifications

Modelagem de Dados

# Henrique Lima

QA Engineer @ Netcracker Technology | Quality Assurance  
São Paulo, São Paulo, Brazil

## Summary

Atuo há 4 anos como QA Engineer na Netcracker Technology, empresa global de soluções para telecomunicações, onde participei de projetos nacionais e internacionais, oferecendo suporte técnico, testes de ponta a ponta e automações inteligentes.

Minha trajetória integra qualidade de software, integração de APIs, automação de processos e desenvolvimento de testes, com forte foco na resolução de problemas, suporte a clientes e melhoria contínua.

Sou movido por desafios técnicos, gosto de entender sistemas complexos e buscar soluções criativas, principalmente envolvendo integrações, automações e análise de dados.

### Qualidade de Software & Testes (QA)

- Execução de testes E2E (end-to-end) em sistemas de telecom
- Criação de cenários de testes, casos de uso e documentação técnica
- Validação de cenários com desenvolvedores e homologações
- Análise de bugs e abertura de tickets (JIRA, etc.)
- Deploys de correções (fix deployments) com controle de logs
- Envio de relatórios recorrentes de testes e qualidade

### Integrações & APIs

- Testes e automações com requisições API (REST)
- Provisionamento de ordens e faturamento (order/billing provisioning)
- Suporte técnico a scripts, interfaces, relatórios e migração de dados
- Integração com sistemas de order management e CPQ
- Experiência com ambientes de testes em produção e homologação

### Automação de Processos & Bots Inteligentes

- Criação de fluxos automatizados com n8n

- Integração entre Supabase, Webhooks, Google Sheets e WhatsApp API
- Extração e tratamento de dados (CPF, telefone, datas, etc.)
- Desenvolvimento de fluxos de atendimento inteligentes
- Orquestração de múltiplos fluxos com nodes IF, Code, Merge, Wait, Switch
- Controle de filas de atendimento, bloqueios e resposta humana

#### Desenvolvimento & Suporte Técnico

- Desenvolvimento de scripts em JavaScript e Python
- Criação de material de treinamento técnico
- Suporte a customizações de sistemas
- Produção de relatórios, extrações e análises de sistema
- Escalonamento de problemas conforme políticas internas

#### Soft Skills e Visão de Produto

- Alta capacidade de análise e interpretação de requisitos
- Comunicação eficaz com times técnicos e clientes
- Atenção aos detalhes e foco em qualidade e performance
- Interesse contínuo em tecnologias emergentes, automação e IA

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## Experience

### Netcracker Technology

4 years 8 months

#### QA Engineer

February 2024 - Present (1 year 11 months)

- ❖ E2E test cases scenario execution in order to provide support/find bugs after deployments
- ❖ System test configuration, ticket creation and bug analysis
- ❖ Install providing recurring feedbacks with order management and product team
- ❖ Test scenario validation with developers
- ❖ Fix deployments, logging supply
- ❖ Sending recurring reports related to our QA tests
- ❖ API requests, order/billing provisioning
- ❖ Provide immediate response to customer inquiries in accordance with service standards.

- ❖ Provide technical support for custom development, user defined functions, interfaces, reports, extracts, data migration scripts and conversions.
- ❖ Escalate Open (unresolved) problems in accordance with current policies and procedures.
- ❖ Production of training materials for technical courses such as system custom development or reporting.
- ❖ Develop Test Cases, Test Scenarios and help develop other project documentation
- ❖ Review and analyze various project documents, including Requirements, Use Cases, Design Specs

### Analyst Client Support II

May 2021 - February 2024 (2 years 10 months)

- ❖ Incident analysis and troubleshooting (QA environments)
- ❖ Test Cases creation and review
- ❖ Scenarios validation with developers and business analysts
- ❖ Create tickets to L3 support team
- ❖ Technical support and execution of sanity test during release implementation on Production environment
- ❖ Provide incident status updates to incident manager and client
- ❖ Participate on technical discussions with the client for incidents and information requests
- ❖ Incident SLA monitoring
- ❖ Deployment of data fixes
- ❖ Creation of documents and bass pages for L2 knowledge base

### ThinkSeg

#### Data Science Intern

May 2020 - January 2021 (9 months)

São Paulo, Brasil

- ❖ Development of python scripts in order to help the automation process by using the most importants and useful libraries in the software area.
- ❖ Creation of smart spreadsheets and dashboards whose objective was to give support in the different company areas. These interfaces were built by extracting and processing data information.
- ❖ Development of KPI's metrics to aid in business taking by analyzing the behavior of what was reflected in the database from the customer action.

- ❖ Creation of scripts in SQL language for data mining/extraction

## Cognizant

### Content Analyst

August 2018 - June 2019 (11 months)

São Paulo, São Paulo

- ❖ Responsible for analysis and review of sensitive content reported through a famous social network.
- ❖ Analysis and classification of media in video, photo and text format in search of offensive contextualization and that violated community rules.
- ❖ Alignment meetings to define guidelines to be taken according to each type of reported event, with the function of developing a responsive ideology appropriate to the values of the community.
- ❖ Conducting line of reasoning disputes to better tailor and classify each text based on its interpretation.

## Easy (Easy Taxi)

### Customer Support Specialist

November 2017 - May 2018 (7 months)

São Paulo, São Paulo

- ❖ Customer support specialist (driver, passenger, and corporate) who used the Easy application.
- ❖ Responsible for solving the problems reported by users and corporate support for the portfolio of customers who used the corporate taxi.
- ❖ Creation and reformulation of internal processes regarding the operational areas, always seeking to identify technical problems in an attempt to create truly effective solutions.
- ❖ Support logic and other activities involved that included the operational area.

## Uber

### Community Support Representative

June 2016 - September 2017 (1 year 4 months)

São Paulo e Região, Brasil

- ❖ Specialist in critical level customer support, serving the most serious cases that needed immediate resolution.
- ❖ Support for the driver and passenger who had experienced some kind of critical level incident during travel, support and internal procedures to solve the problem.
- ❖ Analysis of indicators and holding of meetings to create more effective and assertive internal procedures.
- ❖ Technical procedures to support other areas that also have the same final solution goal.

## Porto Seguro

### Customer Support Specialist

March 2014 - January 2017 (2 years 11 months)

São Paulo e Região, Brasil

Assistance to the cell that represents the auto accident Porto Seguro.

Treatments related to theft, fraud, accidents, opening of a car accident, sale of insurance by telephone, re-adaptation of a car policy and other activities related to the car insurance business.

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## Education

Faculdade de Tecnologia de São Paulo - FATEC-SP

Curso Superior de Tecnologia (CST), Análise e Desenvolvimento de Sistemas · (2018 - 2021)