Mateus Fernandes

Product Owner

Product Manager

Development and Integration Analyst

EMAIL
martinsmateus382@gmail.com

PHONE
+55 45999036871

Education

FEDERAL UNIVERSITY OF TECHNOLOGY OF PARANÁ

2021-2025

Technology and development of internet systems

Courses

Product Owner Fundamentals - IIBA Endorsed

Habilities

SYSTEMS DEVELOPMENT 2 YEARS
- NODEJS,PHP,JAVA
- REACT
- MYSQL,MONGODB
- HTML/CSS
- JAVASCRIPT

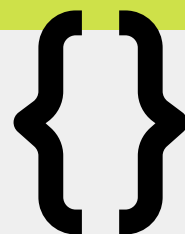**CUSTOMMER SUPPORT** 3 YEARS

TEAM MANAGEMENT 1 YEAR

SCRUM 1 YEAR

lenguages 🌎

ENGLISH 🇺🇸
Fluent

PORTUGUESE 🇧🇷
Native

Professional experience

COCA COLA FEMSA BRASIL

2021 - 2022

- **Marketing trainee**
- Responsible for controlling the marketing plan for a region of our state, setting up strategies so that our material was better utilized.
- This resulted in a 60% increase in the positioning of our brands in the region, as well as a 23% increase in our MRR, all in a year's work.

PDV 365

2022/02 - 2022/09

- **Support Analyst**
- In charge of restructuring the company's customer support, answering questions 24/7, setting up servers and helping customers with their equipment usage plans, as well as mapping system failures and passing them on to the development team.
- With these actions taken, we managed to increase our customer support satisfaction, as well as expanding our bases to other states in Brazil.

PAYBROKERS

- **Support analyst**
- as support at paybrokers my mission was to ensure that our customers, both national and international, had a good experience using our dashboard, we set up a plan to improve our customer service where I often worked in the early hours of the morning but in the end our satisfaction rate rose by 73%.

- **Development and Integration analyst**

- As a result of excelling in my role, 4 months after joining the company, I was promoted to development analyst where my duties were: building a kanban for our integrations with new customers, providing internal support to our employees, monitoring the flow of transactions and identify fluctuations.

- As a plan to achieve my objectives, I adopted the agile methodology to proceed with the integrations, in 3 months we had a validated process with an integration that took on average a month and a half done in just a week and a half, I created a series of documentation and videos for our employees so that we could create a learning process within the company, and for transaction monitoring, we adopted datadog panels where we were able to monitor important variables for our operation.

- After a while, our integrations were being completed naturally and quickly, our employees developed knowledge about our platform with my materials and the monitoring helped us prevent fluctuations that could have been very costly to the company's coffers.