Mateus Fernandes

Product Owner
Product Manager
Development Analyst

Mateus Martins Fernandes
Otelo Celestino de Castilhos, 1123
Cascavel, Paraná- Brazil

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Skills

Systems Development(front-end)
(JAVASCRIPT,HTML/CSS,REACT,RUBY)

Systems Development(back-end)
(NODEJS,MYSQL,MONGODB,SQL,API's,RESTFUL
API's,INTEGRATIONS)

Basic Knowledge
PHP,PYTHON,JAVA

Mobile
(REACTNATIVE)

Infra
AWS,EC2

Versioning
Git

Customer Support

Team Management

Product Management

Scrum Agile Methodology

Digital Marketing
- Paid Ads
- SEO
- Email Marketing

Chat BOT creation

Languages
Fluent English
Native Portuguese

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Personal Resume

A person extremely passionate about

technology and business, focused on

planning and execution, ready to

achieve goals with the team he is part
of.

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Experience

Coca Cola FEMSA / Marketing trainee
02/2021-02/2022

Demonstrated leadership in managing regional marketing initiatives,
resulting in substantial improvements in brand positioning and revenue
metrics. Proven ability to strategize and execute plans that yield
measurable positive outcomes.
These positives outcomes can be listed as :
Achieved a remarkable 60% increase in brand positioning within the
region.
Successfully contributed to a significant 23% surge in Monthly Recurring
Revenue (MRR) over the course of one year.

PDV 365 / Support Analyst
2022/02-2022/09

Led the transformation of customer support operations, ensuring 24/7
responsiveness, efficient server setup, and effective issue resolution. The
result was heightened customer satisfaction and successful geographical
expansion of service coverage.

Some significant achievements were:
elevated customer support satisfaction through strategic initiatives.
Facilitated the expansion of service bases into additional states across
Brazil.

Paybrokers / Bilingual Support Analyst
2022/09-2023/03

Successfully executed a mission to elevate customer experience at
PayBrokers, with a focus on national and international clients.
Implemented a targeted customer service improvement plan, resulting in
a remarkable 73% surge in satisfaction rates.

Paybrokers / Development Analyst
2023/03-2024/06

Demonstrated rapid career progression by excelling in the role of
Bilingual Support Analyst I got promoted to Development Analyst.

Successfully implemented agile methodologies for integrations, resulting in a shortened validation process and improved efficiency. Contributed to internal knowledge development and operational stability through comprehensive documentation, videos, and strategic monitoring.

The main accomplishments at this role were:

Facilitated natural and rapid completion of integrations, ensuring streamlined processes.

Empowered employees with platform knowledge through curated materials, contributing to skill development.

Proactively prevented financial setbacks by implementing effective monitoring strategies.

Paybrokers / Development Analyst Senior 1
2024/06-2024/12

In my role as a Development Analyst Senior, I manage client operations and integrations with a focus on monitoring and optimizing approval rates. I am responsible for resolving technical issues, which includes generating and analyzing reports from our database, reviewing transaction logs, and ensuring smooth processing. Additionally, I handle internal support tickets, providing timely solutions to maintain operational efficiency. My role requires a combination of technical expertise, analytical skills, and effective client management to ensure high performance and satisfaction.

Pluma / Development Analyst Senior
Current Job

As a development analyst in pluma, I'm in charge of mapping our system migration to an ERP in Oracle Fusion, so creating databases mapping the features the system must have, and analyzing the current systems the company uses to perform this migration as smoothly as possible.

Education

Federal University Of Technology of Parana

Systems Development Major - Course End Date 2024.

Courses

Product Owner Fundamentals IIBA Endorsed

Modern TypeScript Back-end Development