

Thyago Mauro Orth Volpatto

Married, brazilian, 33 years old
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Objective

Software development and related areas.

Experience

Since Dec-2019 doTERRA

Location: Pleasant Grove-UT

Function: Junior Business Analyst

- Attend international marketing, sales, and promotions meetings.
- Work closely with Business Analysts to receive additional training and perspective to better understand and assist in resolving IT issues.
- Identify, quantify and escalate systems issues through the proper channels and teams.
- Function as the initial filter for all IT leader tools tickets by market, identifying the scope (global, market-specific, etc) and resolving as many as possible without escalation where possible.
- Provide regular updates to TCRT, International Offices on all prevalent leader tools issues experienced by the market.
- Include customer word-tracks, possible solutions, high-level time frames as directed by the IT teams.
- Assist with testing, troubleshooting, and deploying tools with the market teams.

May-2019 - Dec-2019 doTERRA

Location: Pleasant Grove-UT

Function: Technology Customer Response Specialist

- Customer support, solving and escalating IT issues when necessary. Help the agents with computer issues, create and update documentation.

January-2019 - May-2019 doTERRA

Location: Pleasant Grove-UT

Function: Call Center Senior Agent

- Answer phone calls and email, help the members and other agents with their orders, doubts and problems they may have.

August 2018 - February 2019 Burlington

Location: Riverton-UT

Function: Stock Merchandise Flow Associate

Receive and process the merchandise

October 2017-April 2018(Contract) Wealth Systems

Location: (Remote) Cascavel-PR, Brazil.

Function: Software Developer.

- Fixing bugs and creating new features to the core microservice of a cloud based system. Working with Java, Ebean ORM, Gradle, PostgreSQL, Scrum and Git.

May 2013 – July 2017 Wealth Systems

Location: Cascavel-PR, Brazil.

Function: Software Developer.

- Support development(tier 3) team leader, managing the tasks and developing. This team is responsible to fix critical bugs that may be found by customers and to develop minor changes, using Javascript and Java for web and android.
- Member of the team which keeps and updates a multi platform software (iOS, Android, and Windows) developing upgrades and fixing bugs using Angular 1, Java, Electronjs, Mercurial, Scrum and a indexedDB call ydn-db.
- Developer in the new microservices cloud based software, using technologies such as Java, javascript, Ebean ORM, creating and improving RestFul APIs that communicates with a multi platform React/Javascript software with a sqlite database and ObjectionJs.

2008/ 2013 – AVIMAC

Location: Toledo-PR, Brazil.

Function: Technician Assistant/Developer.

- Helping to develop electronic equipments for aviculture purposes, developing firmwares and supervisory softwares. Using C, Delphi 7, Java, FireBird DB;
- Internal support, with the company network, ERP and hardwares;
- Installing and fixing equipment at field.

2007/ 2008 – SOCIAL ASSISTANCE PUBLIC OFFICE – TOLEDO-PR

Location: Toledo-PR, Brazil.

Function: Administrative Assistant.

Working at the Eldery Department, preparing public biddings and other document elaboration.

2007 – PROBANK/REGIONAL ELECTORAL COURT

Location: Toledo-PR, Brazil.

Function: Electronic urn Technician.

Participation in the team that performed preventive maintenance of the city electronic ballot boxes.

2006 – REGIONAL ELECTORAL COURT

Location: Toledo-PR, Brazil.

Function: Intern.

Public attendance, documents emission and 2006 elections preparation.

2005 – PROBANK/REGIONAL ELECTORAL COURT

Location: Toledo-PR, Brazil.

Function: Electronic urn Technician.

Participation in the team that performed preventive maintenance of the city electronic ballot boxes to the 2005 Guns Referendum.

Education

Starting November 2019 - Full Stack Web Developer Boot Camp - University of Utah

April/2015-2017 - Post Graduation in Application Development for Mobile Devices at Paranaense University (UNIPAR).

March/July 2012 – English - B2 Upper intermediate at DCAS-Dublin College of Advanced Studies- Dublin Ireland.

2010-2011 – English course at FISK Language School.

2006-2010 – Graduated in Technology and Software Development at Paranaense University (UNIPAR).

References

Steven Gregerson

Oracle

385-321-0546

Capis Prestes

doTERRA

801-722-5052

Skills

Portuguese, Windows XP/7, team worker, Microsoft Word and Excel, Scrum, Git, SVN, Java, Javascript, SQL, Angular 1, EBean ORM, C/C++, ScadaBr, Elipse SCADA. Notions of React, nodeJs, Objectionjs, Knex, hibernate, jackson, Go lang.