**LEADERSHIP & TEAM MANAGEMENT | PROJECT MANAGEMENT | DATA ANALYTICS & TECHNOLOGY**

**Summary**

Highly motivated and results-oriented professional with 25+ years of experience in management and consulting, mainly in the education and technology sectors. Recognized ability to develop high-performance teams and individuals. Efficient and innovative problem solver and processes improver. Eager to leverage technology and enhance growth while maintaining a collaborative and caring environment. Focused on developing long-lasting and relevant relationships.

**Specialties:** Leadership, Team Building, Project Management, Knowledge development, Technical support, Software engineering, Data Analytics, Education, Entrepreneurship, Business Strategy, Customer Centric

**Relevant Experience**

**Center for Effective Philanthropy** |San Francisco, CA February 2022 – Present

**Senior Manager of Data Systems and Analytics*.*** Oversee products and processes and implement improvements. Recommend technology updates to ensure efficiency. Coach analysts and developers in their career growth.

* Manage project pipeline and communication channels to solve urgent requests and deliver projects efficiently.
* Bridge communication team of engineers and product teams to ensure precise scope and resource allocation.
* Partner with cross-team groups to learn, research, and recommend new tools to upgrade bespoke systems. Enable Cloud solutions by developing new data pipelines using AWS, Airflow, DBT, and Postgres.
* Support clients and internal team in identifying and fixing system errors by debugging, validating workflows, and implementing new features using Python, Excel, and SQLServer.
* Provide solutions and support for individual users and API integrations for Salesforce and Qualtrics.

**Hult International Business School** |San Francisco, CA August 2020 – February 2022

**Program Manager – Master of Business Analytics*.*** Coordinated and operationalized classes and events of the Master’s in Business Analytics program. Supported faculty in designing and delivering course content.

* Demonstrated strong program management skills by overseeing development and maintenance of 20 courses, including syllabus creation, content alignment, assignment design, and rubric development for accreditation.
* Administered student requests efficiently and resolved issues, ensuring a high-quality experience for 300+ students.
* Developed processes using Python and Excel to optimize attendance records, student team allocation, and program planning, improving overall program efficiency.

**Mteles Treinamento e Desenvolvimento Pessoal** |Sao Paulo, Brazil January 2014 – July 2018

**CEO and Operations Manager*.*** Launched and managed franchisee branch by coordinating building installations, hiring and training staff, and implementing operations of mental health program to attend 200 clients per month.

* Recruited and trained full-time Sales, Operations, and Product employees to acquire and retain clients.
* Optimized operations, reducing execution time by 50% by effectively outsourcing and managing contractors.
* Improved Facebook Ads - digital campaigns by analyzing data to define investment allocation, select key partners, and enhance sales cycle. Achieved growth of 50% in active contracts in three months.

**BRQ IT Services** |Sao Paulo, Brazil May 1999 – December 2013

**Account Manager and Solutions Consultant.** Maintained and defined project pipeline to ensure revenue stream. Elaborated and submitted project proposals and technical solutions. Built and managed software development teams.

* Demonstrated strong client-facing and communication skills by partnering with clients as the primary point of contact. Created project alignment, provided support, and delivered regular and transparent project status updates.
* Supervised and motivated high-performing teams in delivering over 100 high-quality projects for top 5 banks in Brazil. Effectively managed resources and defined scope to ensure project delivery within budget and on time.
* Delivered over USD 1MM in projects/year through efficient project management and effective communication with cross-functional teams and stakeholders in Operations, Legal, Customer Service, Compliance, and Product.
* Researched business requirements by interviewing Loan and Mortgage product teams to assess systems and processes and design new solution architecture. Presented and approved execution.

**Additional Experience**

**Cyberwarrior Academy, Education and Operations Consultant** | Boston, MA May 2019 – May 2021

**Desenvolvimento Pessoal e Profissional, Co-founder and Lecturer** | Osasco, Brazil May 2017 – August 2017

**Centro Universitario UNIFIEO, Computer Science Professor** | Osasco, Brazil August 2002 – December 2005

**Education**

**Master of Science in Business Analytics** June 2020

Hult International Business School | San Francisco, California

* Relevant Courses: Machine Learning, Text Analytics, Data Management, Statistics
* Class President
* Career Ambassador
* Teaching Assistant

**Master of Business Administration (MBA)**  August 2019

Hult International Business School | San Francisco, California

* Relevant Courses: Leadership, Business Strategy, Critical Analysis, Finance, Entrepreneurship
* Class President
* Scholarship – Academic Performance

**Bachelor of Arts in Mathematics** December 1998

Pontificia Universidade Catolica de Sao Paulo | Sao Paulo, Brazil

* Concentration in Mathematics; Minored in Mathematics and Physics Teaching

**Relevant Projects**

**Data Re-Platforming, Center for Effective Philanthropy** | San Francisco, CA June 2022 – Present

* Collaborated with consultants and internal developers to research, experiment, and recommend cloud-enabled data pipeline replacing Python/MS-SQLServer/Dropbox files by AWS/Airflow/DBT/Postgres architecture.

**Program Certification, Cyberwarrior Academy** | Boston, MA May 2019 – August 2019

* Developed and fielded surveys to collect franchisees’ feedback and insights to improve franchisor’s assistance. Compiled and presented to board. Increased franchisees’ satisfaction by 10% in six months.

**Franchisee Satisfaction, Supera Ginastica para o Cerebro** | Osasco, Brazil October 2016 – October 2017

* Developed and fielded surveys to collect franchisees’ feedback and insights to improve franchisor’s assistance. Compiled and presented to board. Increased franchisees’ satisfaction by 10% in six months.

**Leadership and Entrepreneurship Program, Mteles** | Osasco, Brazil October 2015 – October 2016

* Partenered with Local Business Association to develop and deliver training program. Designed curriculum and trained group of 14 business managers in leadership and entrepreneurship abilities. Reached satisfaction of 90%.

**Additional Information**

**Languages:** English (Bilingual proficiency), Portuguese (Native), Spanish (Basic)

**Technologies:** Excel, Google Suite, Salesforce, Qualtrics, Python, SQL, MacOS, Pyenv, R, Github, AWS

**Volunteer:** San Francisco Hult Alumni Chapter Leader, San Francis de Assisi Community (church and events)

**Affiliations:** Project Management Institute – San Francisco Chapter