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

**Summary**

Dynamic and results-driven professional with a strong background in management, consulting, banking, technology, and education. Proven ability to build and lead high-performance teams, drive innovation, and optimize processes for operational success. Passionate about leveraging technology to accelerate growth while fostering a collaborative, people-first culture. Adept at forging lasting, strategic relationships to support business and educational advancements.

**Specialties:** Leadership, Team Building, Project Management, Knowledge Development, Technical Support, Software Engineering, Data Analytics, Education, Entrepreneurship, Business Strategy, Customer Success

**Professional Experience**

**Center for Effective Philanthropy - Youthtruth** |San Francisco, CA Feb 2022 – Aug 2025

**Senior Manager of Data Systems and Analytics*.*** Oversaw products and processes to implement improvements. Recommended technology updates to ensure efficiency. Built and coached team for successful delivery.

* Redesigned data pipelines using AWS, Airflow, DBT, and Postgres to gain 15% efficiency on delivery time.
* Hired, onboarded, and trained 10+ FTE to ensure continuous delivery and product updates.
* Reduced response time on urgent requests to 1 day by implementing communication and tracking systems.

**Hult International Business School** |San Francisco, CA Aug 2020 – Feb 2022

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

* Oversaw development and delivery of 20+ academic courses by partnering with faculty and academic leadership.
* Efficiently resolved requests and issues to ensure an outstanding experience for 300+ students.
* Developed processes to optimize academic workflow and streamline students’ metrics and communication.

**Mteles Treinamento e Desenvolvimento Pessoal** |Sao Paulo, Brazil Jan 2014 – Jul 2018

**CEO and Director of Operations*.*** Implemented, launched, and conducted branch of Supera (Mental Health) by administering building preparation, technology installation, and business implementation to attend 200+ clients.

* Built a team of FTE for the Sales, Operations, and Education teams, reaching break-even in the first month.
* Defined strategy to outsource and implement systems to optimize operations, promoting 50% efficiency gains.
* Created and executed partnerships and marketing campaigns to double active contracts in three months.

**BRQ IT Services** |Sao Paulo, Brazil May 1999 – Dec 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.

* Managed Projects across five large Banks in Brazil, ensuring high-quality deliveries and operational efficiency.
* Fostered strong internal and external client relationships, maintaining revenue stream and high resource allocation.
* Partnered with cross-functional teams and stakeholders in Legal, Customer Service, and Compliance systems.
* Interviewed and researched Loan and Mortgage product teams to model and design new solution architecture.

**Stanford Online, Code in Place, Section Leader** | Stanford, CA Apr 2019 – May 2021

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

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

**Centro Universitario UNIFIEO, Computer Science Professor** | Osasco, Brazil Aug 2002 – Dec 2005

**Education**

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

Hult International Business School | San Francisco, California

* Teaching Assistant – Elected Class President – Career Ambassador – Mentoring Program Coordinator

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

Hult International Business School | San Francisco, California

* Elected Class President – Academic Performance Scholarship – Concentration in Finance and Entrepreneurship

**Bachelor of Arts in Mathematics** Dec 1998

Pontificia Universidade Catolica de Sao Paulo | Sao Paulo, Brazil

* Concentration in Mathematics; Minor in Teaching - Mathematics and Physics

**Skills and Strengths**

**Leadership and Team Management**

* Built and grew team of 20 software engineers to develop custom software in the Banking industry.
* Elected to represent franchisees and advocated for support improvement, raising satisfaction by 10%.
* Coordinated weekly meetings to maintain projects on schedule and continuously improve product and process.

**Strategic Planning and Execution**

* Defined and managed Salesforce features and setup to remove limitations for growth and guarantee consistency.
* Developed digital marketing and partnership strategy to create brand awareness and increase traffic and leads.
* Drove innovation by identifying bottlenecks, opportunities for improvement, and technology upgrades.

**Client and Stakeholders Relationship**

* Maintained client engagement, promoting active revenue for over 5 years as account and project manager.
* Reduced client churn to almost 0% through training staff and improving services based on feedback survey data.
* Ensured stakeholders’ engagement by administering frequent updates and documenting project scope and changes.

**Project Management and Delivery**

* Orchestrated demands and execution of small projects during 5 months to upgrade product and processes.
* Managed scoping, budgeting, scheduling, and resourcing of consulting projects for three teams for 6 years.
* Developed and released monthly fixes and upgrades for 24/7 banking system, ensuring quality and availability.

**Product Implementation and Technical Support**

* Reduced rework by reviewing and improving technical systems, integrations, and automation.
* Analyzed, documented, and validated Salesforce and Qualtrics participation in product work and data flows.
* As SME, prepared data and trained users to streamline business processes by implementing ERP.

**Communication and Education**

* Presented monthly results to executives and stakeholders on projects and account updates.
* Led training sessions for team of data analysts to build deeper knowledge of systems, processes, and tools.
* Facilitated sessions with clients to collect requisites and feedback for new product features.

**Cross-Functional Collaboration**

* Partnered with clients and developers to define product features, priorities, validation, and releases.
* Delivered 1:1 and group sessions to educate users of Salesforce and Asana to consolidate usage across teams.
* Implemented client services system integrating requirements of business, front-end, and back-end teams.

**Business and Data Analysis**

* Planned and executed assessment of Loan System, delivering process documentation and redesign proposal.
* Reviewed SQL Server and Python codebase to document and scope upgrade to Postgres/DBT/Airflow.
* Designed surveys and created reports, with quantitative and qualitative analysis, to demonstrate client satisfaction.

**Relevant Projects**

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

* Spearheaded research and experimentation for a cloud-enabled data pipeline, transitioning from *Python/MS-SQLServer/Dropbox* to *AWS/Airflow/DBT/Postgres* architecture.

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

* Developed cybersecurity program framework for certification, meeting standards set by the Commonwealth of Massachusetts and NICE.

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

* Developed and implemented feedback-driven initiatives to improve franchisor-franchisee relations. Compiled and presented key findings to leadership, resulting in better support and boosting satisfaction by 10%.

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

* Elaborated and led entrepreneurship training program for 14 SMB managers in partnership with business association. Achieved 90% satisfaction through engaging curriculum and real-life leadership cases.

**Additional Information**

**Languages:** English (Fluent), Portuguese (Native), Spanish (Basic)

**Softwares:** Microsoft 365, Google Suite, Salesforce, Qualtrics, Canvas, Windows, MacOS, Asana

**Coding:** SQL Server, DB2, Postgres, GitHub, Airflow, Python, R, Cobol, AWS,

**Volunteer:** Hult SF Alumni Chapter Leader, San Francis de Assisi Communit, PMI-Bay Area, Code in Place (Stanford)