



GUILHERME GONÇALVES DA SILVA

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OBJECTIVE

Driven Software Development graduate from Universidad Cenfotec, transitioning from a background in pharmacy to IT, with a specialized focus on back-end and cloud computing. I'm driven by innovation and creating daily. Seeking to embark on my journey as a backend developer, where I can apply my knowledge and enthusiasm to make impactful results.

PROFESSIONAL EXPERIENCE

Amazon (Costa Rica)

Alexa Developer Experience and Customer Trust - Content Test Specialist • Nov 2021–Dec 2022

- Designed, developed and implemented automated solutions for skills certification processes, such as automatic completion and personalized alerts based on tags, using JavaScript.
- Meticulous certification of Alexa Skills, achieving high KPIs, such as quality and productivity.
- Initiative and problem-solving in the creation, translation and continuous improvement of documentation in Portuguese, English and Spanish.

Alexa Data Services - Senior Data Associate • Jul 2019–Nov 2021

- Developed and implemented an internal ticket automation process, used by several teams globally. I mainly used JavaScript.
- Creation and curation of factual content available to thousands of users in Brazil.
- The main intermediary between the product manager, located in São Paulo, and the local team.
- Leadership in the final review and approval of content created by three employees.

ILISA (Costa Rica)

Portuguese teacher • Sep 2017–Jul 2019

- Proactivity, autonomy and time management applied in the conversational method from basic to advanced for adults. Effective communication with school and students.

Drogasil (Brazil)

Pharmacist • Jul 2014–Mar 2017

- Effective communication in customer service, attention to detail in inventory management, leadership and continuous improvement in team training. Energy and teamwork in pharmaceutical care.
- Autonomy and integrity in recording revenue and issuing reports for local government inspection.

BB Tecnologia e Serviços (Brazil)

Administrative Technician • Jun 2013–Jul 2014

- Certified technician, responsible for the ATM supply warehouse, as well as operational support for field technicians.

HARD SKILLS

JavaScript | Typescript | Node.js | Express.js | Java | Spring Boot | MySQL | PostgreSQL | Prisma | Sequelize | MongoDB | Mongoose | RESTful API | AWS | Git | Bash | Docker | CI/CD | Unit / Integration testing.

EDUCATIONAL BACKGROUND

Technologist degree in Software Development

Universidad Cenfotec (Costa Rica) • Ago 2020 – Ago 2022

Bachelor's degree in Pharmacy

Universidade Católica de Brasília (Brazil) • Jun 2006 – Jun 2012

COURSES AND CERTIFICATIONS

AWS Certified Cloud Practitioner

Amazon Web Services Training and Certification • Feb 2024

reStart Program (AWS Fundamentals) - Cloud

Escola da Nuvem • Feb 2024

Vem Ser Tech Program - Backend Typescript

ADA • Mar 2024

Santander Bootcamp - Backend Java

DIO • Oct 2023

Scrum Fundamentals

Scrum Study MK • Jul 2022

LANGUAGES

English C1 - Reading: advanced. Writing: advanced. Conversation: intermediate.

Spanish C1 - Reading: advanced. Writing: advanced. Conversation: advanced.

Portuguese Native - Reading: advanced. Writing: advanced. Conversation: advanced.

Trabalho em equipe;
Meticuloso;
Comunicação efetiva;
Resolução de problemas.