

RAFAEL BITTENCOURT



rafaelb.ca@outlook.com



+1 6474683410



Angus ON

LINKS

- <https://www.rafaelb.ca>
- <https://www.linkedin.com/in/rafael-bittencourt/>

EDUCATION

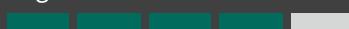
Master of Business Administration

Faculdade Estácio De Sá - Brazil, Santa Catarina, Brazil
January 2012

Bachelor of Computer Science
University of The South of Santa Catarina, Santa Catarina, Brazil
January 2001

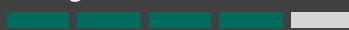
LANGUAGES

English



Full Professional

Portuguese



Full Professional

PROFESSIONAL SUMMARY

Seasoned software development leader with over 20 years of expertise in the Microsoft ecosystem, including four years managing an 18-member remote team. Proven success in building collaborative culture, aligning technology with business strategy, and driving Agile-driven software lifecycles. A proactive, self-driven professional dedicated to leveraging modern technologies and adding measurable value to your organization.

ACCOMPLISHMENTS

- Facilitated the IT team's transition from an internal support group to a multi-tenant, commercialized solution, enabling the creation of a startup.
- Improved team performance through process optimizations, mentoring, and leadership development, fostering new team leads.
- Played a key role in building the first version of the Global Search feature using Azure services, significantly enhancing list screen performance.
- Led the delivery of the first version of a unified portal application, streamlining the user experience across legacy systems.
- Pioneered AI integration by incorporating ChatGPT-powered features early in development.
- Managed a high-stakes migration of a full application from a low-code platform to .NET microservices and React, leveraging Azure services for better scalability.
- Contributed to the company's business expansion by developing a new module in the portal application.

SKILLS

- Team Management
- Analytical Skills
- Problem Solving
- Agile driven
- Coaching and mentoring
- Software Development Life Cycle (SDLC)
- ASP.NET
- Cosmos DB
- Architecture
- Data Modelling
- PowerBI
- Leadership
- Communication
- Requirements Gathering
- Business analysis
- Conflict resolution
- C#
- Azure
- RESTful Web API
- Code Review
- SQL Server

WORK EXPERIENCE

February 2018 - Current

Procom Consultants Group Ltd - Development Manager, Toronto, CA

- Transitioned from Software Developer to Development Manager, gaining expertise in technology leadership and team management.
- Led a fully remote team, maintaining and improving productivity through effective collaboration tools and consistent communication, including daily stand-ups and weekly one-on-ones.
- Delegated tasks effectively, setting clear goals and empowering team members to take ownership of their work while providing guidance and feedback as needed.
- Conducted regular one-on-one meetings to understand team members' career aspirations, collaborating on development plans and identifying growth opportunities in technology and leadership.
- Supported professional growth by encouraging team members to enhance skills in areas such as architecture and code review, and by facilitating participation in training programs and certifications.
- Managed project lifecycles by coordinating resources and timelines effectively.
- Implemented process improvements that enhanced operational efficiency and quality standards.
- Collaborated with stakeholders to align project goals with business objectives.
- Improved overall project efficiency by setting clear goals, milestones, and expectations for the development team.
- Facilitated risk assessments to identify potential challenges and devise mitigation strategies.

December 2010 - June 2017

Deltacon Consultoria - Systems Analyst/Developer, São José, BR

- Worked on the development and maintenance of several branches of ERP solutions - one of the company's main applications.
- Worked on projects with more than 60 customers in several branches of activities.
- Development with C# Microsoft .NET, Visual Basic 6 and SQL Server database.
- Continued analysis and implementation of improvements in the software marketed by the company, negotiating directly with the customers the best solutions for the demands raised.
- Created a logistics system for product delivery, aimed at reducing transportation costs and delivery time.
- Integration with various commercial partner software.
- Implemented the source code versioning system through SVN.
- Realized improvements in the codebase to decouple pre-existing structures to allow for better scalability of code.
- The constant change in the ERP billing system aiming at the adaptation of new Brazilian tax rules.
- Worked with the team in developing a new ERP for the company based on C#.NET MVC, HTML, CSS, JavaScript, jQuery, AJAX, JSON, XML.

April 2000 - December 2010

Koerich Telecom - Systems Analyst / Developer / ERP System Coordinator, São José, BR

- Responsible for the analysis, design, implementation, and development of the ERP system used by the whole company in three different states, to reduce costs, deadlines, and quality.
- Company with a structure of 23 subsidiaries and 7,000 employees.
- Coordination of technical support, maintenance, and ERP development team.
- Training and follow-up to the users of the three states served by the organization, with the aim of developing and improving the correct functioning of these systems.
- Conducted studies on the creation and modification of methodologies and procedures necessary for the development of systems.
- Elaboration of norms, procedures, and projects in the IT area.
- Active participation in the company's management, providing useful insights and data for the decision-making process.
- Support the branches, planning, organization, and maintenance of the structure of the systems developed.
- Analysis of new business projects and absorption of new regions for operation, implementation of operational units, and participation directly in the strategic and operational planning of the IT area.