

# RAFAEL BITTENCOURT



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Angus ON

## LINKS

- <https://www.rafaelb.ca>
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## 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.