

# Allan Serafim de Franca

With over 5 years of experience in the IT industry, I have consistently demonstrated a strong commitment to excellence and innovation. My expertise spans various domains, including software development, systems integration, and IT project management. I have a proven track record of delivering robust solutions that drive business growth and operational efficiency.

## Contacts

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## EXPERIENCE

### Gap year — *Career Break*

Jan 2020 - Feb 2024

After a successful professional journey, I decided to take a sabbatical year to explore new opportunities and horizons. The initial plan was to spend 8 months in Ireland studying English, but the experience extended to 3 years of personal and professional growth and discoveries.

In Ireland, besides enhancing my English skills, I discovered a new passion for photography and video editing. I worked on various projects, developing an artistic and technical eye that allowed me to capture and edit unique moments.

After this period, I embarked on a year-long journey through Asia, traveling across multiple countries and reflecting on life and my career. This experience provided me with a new perspective and a renewed vision of my personal and professional goals.

Back in Brazil, I am ready to apply everything I have learned and face new challenges with a global perspective and enriched skills. I am excited to share my experiences and contribute significantly to new projects.

### Insper: Ensino Superior em Negócios, Direito e Engenharia, São paulo — *Junior System Analyst*

Aug 2015 - Jan 2020

I worked at Insper in various roles, solving various user issues and correcting systems in case of errors. I performed preventive actions and made adjustments to integration systems and improvements in procedures to enhance efficiency and resolve problems. I also developed small projects according to user needs, improving their daily experience.

### Capgemini, São Paulo — *Help Desk Analyst*

Jan 2014 - Jan 2015

I helped users in solving problems related to computer hardware or software. Evaluated issues involving IT equipment and applications, contributing to solving user problems. I Collaborated closely with other employees in the IT department to provide assistance with tasks that were beyond the scope of their knowledge or experience.

## SKILLS

- HTML5
- Javascript
- CSS
- Node js
- React, Next js
- Web3 (Dapps, Solidity)
- C#
- ASP.NET (MVC)
- GIT / Github

## TOOLS

- Visual Studio / Visual Code
- SQL server management studio
- SQL IntegrationServices
- Team FoundationServer(TFS)

## LANGUAGE

Português - Native  
Inglês - Intermediate

## EDUCATION

UMC Universidade Mogi das cruces  
- Degree in Information System

Saga School of Art, Game and Animation  
- Computer graphics technician

## NOTABLE PROJECTS

### **CRM Implementation — *CRM Talisma***

CRM Implementation (Talisma): Successfully implemented Talisma CRM to facilitate the candidate onboarding process at a higher education institution. Managed and configured all stages, from initial registration to student admission. Developed and executed effective onboarding strategies, ensuring a smooth and positive experience for candidates. Collaborated with multidisciplinary teams to ensure seamless integration of the CRM with the college's existing systems. The project resulted in a significant improvement in operational efficiency and customer satisfaction.

### **System Integration (Clock in) — *TOTVS RM***

Led the configuration and management of the clock-in system with integration into the TOTVS RM system, implementing an automated synchronization solution. Responsible for configuring the necessary parameters and ensuring efficient integration between systems. Developed automated procedures for continuous data updating, significantly reducing time and manual effort. The project improved accuracy and agility in data processing, contributing to more effective time control and HR management.

### **Service Monitoring Checklist — *Integrity and Availability***

Developed and implemented checklists for monitoring essential services and preventive maintenance of servers. Established detailed procedures to ensure the continued integrity and availability of critical services. Implemented regular checking routines to identify and resolve potential issues before they became critical. This initiative resulted in a significant reduction in unplanned downtime and optimized the operational efficiency of systems, ensuring a more stable and reliable IT environment.