

Resume

Gabriel Santana Quirino Silva

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 Location: [Santo Amaro, São Paulo – SP](#)

PROFESSIONAL SUMMARY

Technology and Operations professional with experience in **systems management, process automation, data analysis, business intelligence, and digital solution development**. Experienced in bridging technology with administrative and commercial operations, from identifying business needs and analyzing requirements to developing, implementing, and continuously improving digital solutions.

Currently pursuing a **Postgraduate Specialization in Cybersecurity (Information Security)**, with a degree in Systems Analysis and Development. Analytical, self-driven, and improvement-oriented professional with a strong ability to identify opportunities, structure processes, and leverage technology to solve business problems and improve operational efficiency.

PROFESSIONAL EXPERIENCE

Meisol Distribuidora

Technology, Business Intelligence & Operations | Jul 2026 – Present

- Develop and manage **internal systems and applications to support commercial operations**, using Google AppSheet and the Google ecosystem.
- Developed a **custom lead management and prospecting solution**, enabling sales representatives to track opportunities, record information, and provide feedback on leads.
- Structure processes for **lead generation, organization, mapping, and qualification**, using Google Maps, Google My Maps, AI tools, and other digital platforms.
- Support **Business Intelligence activities** through data analysis, commercial information monitoring, and management reporting to support decision-making.
- Identify business needs and perform **requirements analysis**, translating operational and commercial demands into digital solutions.
- Develop and implement **process automations and improvements** to reduce manual activities and increase team productivity.

- Manage and continuously improve the **sales team management system**, validating user feedback, analyzing requirements, and implementing enhancements.
- Manage and organize the company's **digital presence**, including its website, Instagram, Facebook, TikTok, WhatsApp, and other digital channels.
- Create commercial and digital content, including **banners, graphics, product videos, and social media publications**.
- Leverage **Generative AI** for content creation, data analysis, productivity, automation, and solution development using tools such as ChatGPT, Gemini, Microsoft Copilot, Meta AI, and Google Flow.
- Create and structure **digital customer service channels**, including WhatsApp and automated chatbots.
- Create and manage **e-commerce and marketplace sales channels**, including Mercado Livre and Shopee.
- Work across **Technology, Sales, Business Intelligence, Marketing, and Operations**, identifying opportunities and proposing technology-driven solutions to improve business processes.

Network Gestão de Mão de Obra

Administrative Analyst – HR | Feb 2026 – May 2026

- Managed internal systems and provided technological support for administrative operations.
- Managed and updated employee records, documents, contracts, and operational information.
- Created and organized work schedules and staffing processes.
- Automated and optimized administrative activities and workflows.
- Supported recruitment and selection processes.
- Prepared reports and monitored operational indicators.
- Communicated with clients and assigned professionals.
- Supported initiatives related to **technology, infrastructure, and information security**.

Atento – QuintoAndar

Customer Relationship Analyst | Jun 2025 – Feb 2026

- Provided multichannel customer support and managed contract-related requests.
- Registered, monitored, and updated customer requests in internal systems.
- Analyzed and resolved customer issues, ensuring appropriate handling and follow-up.
- Collaborated with customers and internal teams to resolve issues and improve service processes.

Banco Santander – Tools Digital Services

Operations & Technology Analyst | Apr 2022 – Mar 2024

- Managed and maintained the **FX system**, a key database supporting physical and virtual Santander banking units.
- Used **process automation and macros** for system maintenance, parameter configuration, and operational activities.
- Managed system structures and operations, ensuring data consistency and proper process execution.
- Participated in integration and process improvement projects, proposing solutions to optimize operations.
- Executed critical business requests involving **bank branch mergers, transformations, openings, and closures**.
- Prepared analytical reports and performed data analysis to support management decision-making.
- Collaborated with operational, technical, and executive teams across different areas of the organization.

Vivo – Telefônica

Technology Intern | Jan 2022 – Apr 2022

- Supported projects involving the migration of **copper network infrastructure to fiber optics**.
- Organized and processed information related to infrastructure projects.
- Supported the creation and maintenance of operational controls and documentation.
- Developed automation tools and support solutions using **Python and Java**.

Gear Tecnologia

Web Developer | May 2021 – Dec 2021

- Developed, maintained, and customized websites and digital solutions.
- Created digital solutions according to client requirements.
- Optimized website structure, performance, and user experience.
- Organized digital content and visual elements for online platforms.

Tabelionato de Notas e Registro Civil Ermelino Matarazzo

Office & Customer Service Assistant | Apr 2019 – May 2020

- Provided customer service and administrative support.
 - Prepared, organized, and reviewed official and business documents.
 - Communicated with government agencies and public institutions.
 - Organized administrative files, records, and materials.
 - Managed inventory and office supplies.
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EDUCATION

Postgraduate Specialization in Cybersecurity – Information Security

Estácio | In progress | Started Feb 2026

Bachelor's Degree in Systems Analysis and Development

Universidade São Judas Tadeu | Completed 2023

CORE COMPETENCIES

Technology & Systems

Systems Management • Application Development • Low-Code Solutions • Process Automation • Systems Analysis • Requirements Analysis

Data & Business

Business Intelligence • Data Analysis • Business Reporting • Performance Indicators • Lead Management & Qualification • Sales Intelligence

Processes & Operations

Process Mapping • Process Optimization • Operations Management • Continuous Improvement • Business Requirements • Solution Development

Digital & AI

Google Workspace • AppSheet • Google Maps • Google My Maps • Google Sites • Generative AI • ChatGPT • Gemini • Microsoft Copilot • Meta AI • Google Flow

Programming & Data

Python • Java • MySQL • Excel

Professional Skills

Communication • Teamwork • Analytical Thinking • Creativity • Organization • Adaptability • Problem Solving • Continuous Learning

LANGUAGES

Portuguese: Native

English: Advanced

COURSES & CERTIFICATIONS

- **Advanced English** – Wizard | 490 hours
- **Java Programming** – Udemy | In progress
- **Python Programming** – Udemy | In progress
- **MySQL** – Udemy | In progress
- **Santander Academy (2023)** – Business Vision, Information Security, and Systems Automation