

PAULO NEVES

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SUMMARY

12+ years of experience in Information Technology.

Bachelor of Computer Science at Federal University of Sao Paulo.

Background as Technical Product Owner, Service Specialist, Information Security Analyst and Software Developer.

LANGUAGES

- Portuguese
- English
- Spanish

EDUCATION

Federal University of Sao Paulo

Bachelor's Degree, Computer Science — Jan/2011 – Jun/2015

EXPERIENCE

IT Lead – Technical Product Owner – Janssen – HCP Omnichannel Product Line

Sao Jose dos Campos-SP, Brazil — Aug/2020 - Present

- Accountable for the delivery and operations of personalization, integrations (via Single Sign-On and API), web analytics and search functionalities of Janssen Pro LATAM – a web portal for interacting with Health Care Professionals (HCPs).
- Responsible for training agencies and internal partners about the product functionalities.
- Collect, analyze, and address resolution of product incidents and pain points with Operations and Development teams.
- Manage features/epics and user stories using JIRA. Work with development teams to refine, estimate and prioritize requirements based on Objectives and Key Results defined together with business partners.
- Report status, risks and opportunities to business stakeholders via OKR reviews and product demonstrations.
- Main point of contact for email campaign solution used by Janssen LATAM – Oracle Eloqua.
- Implemented CSAT (Customer Satisfaction) solution for Janssen Pro, F2F interactions, web calls and events promoted by Janssen.

RPA & Digital Service Specialist – Johnson & Johnson – TS Commercial

Sao Jose dos Campos-SP, Brazil — Mar/2019 – Aug/2020

- Responsible for Robotic Process Automation (RPA) and Digital products engineering and architectural decisions.
- Ensure initiatives follow technical engineering standards during estimations and execution.
- Coordinated proof of concepts, projects and development capacity teams for regional and global initiatives.
- Accountable for quality level of services – generated metrics, status reports and escalate risks as needed.
- Built and maintained effective relationships with regional and global IT business partners.

Sr. Analyst – Johnson & Johnson - Information Security and Risk Management

Sao Jose dos Campos-SP, Brazil — Apr/2018 – Fev/2019

- Information security point of contact for J&J Corporate, Vision Care and LifeScan in Latin America.
- Assessed security controls on global applications from a company acquired by J&J.

Analyst – Johnson & Johnson - Information Security and Risk Management

Sao Jose dos Campos-SP, Brazil — Jun/2015 – Mar/2018

- Coordinated information security awareness activities for Latin America.
- Information security trainer for business and IT partners.
- Conducted compliance analysis and risk calculation for applications.
- Engaged in IT corporate internal audits.
- Organized SOx tests for IT activities.
- Collaborated with physical security assessments and business partner risk assessments.
- Managed risk acknowledgement forms for security gaps.
- Instructed and led the department's intern to complete information security activities.

Intern, Johnson & Johnson – IT Risk Assurance – Medical Devices

Sao Jose dos Campos-SP, Brazil — Jan/2014 – Jun/2015

- Managed security vulnerabilities for websites from J&J Medical LatAm.
- Applied security instructor-led training for 800+ non-administration users.
- Guided IT community in SDLC methodology.
- Administered security incidents involving lost/stolen devices.
- Approved change requests in the JD Edwards J&J Medical instance as compliance.
- Managed IT policies and procedures for J&J Medical LatAm.
- Reduced by half the time required for information security training control.

Software Developer, Mentor Interativa

Sao Jose dos Campos-SP, Brazil — Dec/2011 – Nov/2013

- Developer for a learning management system with a social network integrated.
- Idealized and implemented the first mobile application sold by Mentor Interativa.
- Main technologies and frameworks used: Java, Google App Engine, SQL Server, PHP, MySQL and PhoneGap.

Junior Software Developer, Stefanini

Jaguariuna-SP, Brazil — Jan/2011 – Dec/2011

- Collaborated for the translation of a Delphi system to Java.
- Developed features to include a new type of credit card in a payment company.
- Main technologies and frameworks used: Java, C#, Struts, SQL Server and MySQL.

Intern, FAJTec

Jaguariúna-SP, Brazil — Jan/2010 – Jul/2010

- Helped students of the course Introduction to Programming in Java to understand the course content.
- Created and applied tests for the students.

Instructor (Self-employed), Data Computadores

Jaguariúna-SP, Brazil — May/2008 – Sep/2009

- Taught students how to use computer, change Windows basic configurations and operate Microsoft Office applications.