Hadrian Rafael Silva de Oliveira

Software Development & Digital Solutions

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PROFESSIONAL SUMMARY

Professional in software development, technology and digital solutions, currently studying Systems Analysis and Development. Experience in customer service, operations, support and consultative sales. Builds personal and freelance projects with Next.js, React and TypeScript, using artificial intelligence and automation in the workflow.

SKILLS

Development: HTML, CSS, JavaScript, TypeScript, React, Next.js, Node.js, Full Stack Development, APIs, Databases, Git & GitHub.

Artificial Intelligence: ChatGPT, Claude, Gemini, Claude Code, Codex, Process automation, AI agent development, Prompt engineering.

Design & experience: UI/UX, Interface design, Responsive websites.

Professional skills: Customer service, Communication, Negotiation, Sales, Business relationships, Problem solving, Organization, Continuous learning.

PROJECTS

- **MDSilva Advocacia** (Completed) — Institutional website. Next.js, React, TypeScript, Tailwind CSS, Zod, Vercel.
- **Professional portfolio** (Completed) — Web application. Next.js, React, TypeScript, Tailwind CSS, Vercel. hadrianrafael-public.vercel.app · github.com/Hadrianrafael/HadrianRafael

PROFESSIONAL EXPERIENCE

Expert — Customer Service & Support — Teleperformance — Mar 2026 — present

- Support for iFood delivery partners in accident situations and insurance claims.
- Guidance on procedures and required documentation.
- Operational support and onboarding of new team members.

Sales Consultant — Vivo Fibra — Konecta — Nov 2024 — Dec 2025

- Customer outreach and needs discovery.
- Solution presentation, negotiation and closing.

Sales Support & Customer Service — Núbia Festas — Feb 2024 — Sep 2024

- Support for students and prospects interested in products and courses.
- Negotiation, purchase support and payment slip issuance.

Administrative Assistant — Polimix — May 2023 — Feb 2024

- Document organization and support for operational routines.
- Follow-up on internal requests.

Banking Service — Business & Individual — Caixa Econômica Federal — Feb 2022 — Dec 2022

- Business account opening and guidance on cards, loans and financial services.
- Relationship with business owners and individual customers.

EDUCATION

Systems Analysis and Development — Anhanguera — In progress

Expected completion: December 2026

LANGUAGES

Portuguese: Native · English: B2 (Upper intermediate) · Spanish: A2 (Elementary)