Rafael Eller

✉ rafael@eller.dev   📞 +55 (31) 97359-1233

in linkedin.com/in/rafael-eller   🔗 https://eller.dev

Summary

Specialist in Chatbots and Smart Contacts.
Always seeking to bring the most efficient solution that will bring the maximum value possible with the least effort.

Experience

Solutions Advocate
Take Blip
Mar 2021 - Present (1 year 1 month +)
Technical reference of the product team, focused on developing and enhancing strategic customers.

Partner with account managers and business developers to enable solutions that solve customer business problems, accelerate the adoption and maximize the platform use. Solutions Advocate helps organizations understand best practices around the platform and Take Blip services.

Creating new business models and new ways to solve problems using smart contacts. Proposing solution architectures to expand the biggest accounts of the company, directly impacting the company's revenue growth and customer success.

Owner
Eller.dev
May 2019 - Present (2 years 11 months +)
Creating automations, apps, chatbots solutions to solve problems.
Providing consultancy to evolve the development maturity and problem-solving capability of squads and companies.
Teaching good practices in chatbot development and solution design.

Software Engineer
Take Blip
Feb 2020 - Mar 2021 (1 year 2 months)
Chatbots development for several segments of the national industry, including smart contacts for a multinational automaker in the automotive sector. These projects ensured an expansion of the contact base, closer relationship with the customer and high conversion of leads.

Using the Take Blip platform to build conversational flow, integrated with cognitive services such as Watson, Dialog Flow and MS QnAMaker. Integration with third party systems through the implementation of REST APIs in C# / Asp.Net Core.

Process automation using Python, Selenium, Pandas among other technologies. To deliver as much value as possible to the customer, in the shortest amount of time! "Work smarter not harder".

Plugins development for the Take Blip platform. Web interfaces using React JS, in order to bring the customer an increasingly better experience in managing their smart contact.

Founder
ENX Services
Jan 2018 - Dec 2020 (3 years)
Providing cloud services for online games with EnxadaHost (enxahost.com):
EnxadaHost make creating game servers a simple task, especially for users that just want to play with their friends and have no technical knowledge.

Broadband Internet Services with ENXnet (enx.net.br):
ENXnet want to revolutionize the traditional (and precarious) telecommunications market in Brazil by offering a Quality, Transparent, Accessible and Humane service.

Education

Pontifícia Universidade Católica de Minas Gerais
Bacharelado, Engenharia de Software
Jan 2019 - Dec 2022

COTEMIG - Colégio e Faculdade
Técnico, Tecnologia da Informação
Jan 2017 - Dec 2019

Licenses & Certifications

Comunicação e Oratória - Escola Conquer

Oratória - Comunicação empresarial - Tagarela School

Excelência em vendas - INSTITUTO LIDERE

Comunicação e Oratória - COTEMIG - Colégio e Faculdade

Produtividade e Gestão do Tempo - Escola Conquer

Skills

JavaScript • C# • PHP • Solução de problemas técnicos • Scrum • Desenvolvimento de software • Java • HTML5 • Microsoft Office • CSS