

# Luciano Silva

+55 47 9 9924-2452 | [legostr@gmail.com](mailto:legostr@gmail.com) | [linkedin.com/in/lucianoclecio](https://www.linkedin.com/in/lucianoclecio) | [github.com/emnesty](https://github.com/emnesty)

## EXPERIENCE

---

### Mid Level Product Designer - UX/UI Designer

March 2022 – Present

*AmbevTech*

*Blumenau, Brazil*

- Help to developer the official company design system, Celebration DS
- Responsible for implementing Clarity, a tool to help understand the use of applications for both Web and mobile applications
- Build a Design Hand off standard and documentation for the Development team from 7 different squads
- Helped create a set of components standard for the Web and Mobile platform, updating components and adjusting user flows across multiples applications

### Senior Technical Support Specialist

October 2020 – March 2022

*AmbevTech*

*Blumenau, Brazil*

- Responsible for monitoring critical applications for the company, such as: Billing and Logistics
- Work together with the development team to identify, reproduce and create alternatives to problems in the application ensuring that the process was not interrupted
- Experience in monitoring tools such as Datadog, Grafana, among others incident management in ServiceNow, Azure and queries, changes to Microsoft SQL Server databases

### Mid level Technical Support Analyst

November 2015 – October 2020

*AmbevTech*

*Blumenau, Brazil*

- Worked on AmBev's ERP, PromaX, responsible for the billing of the company in Brazil
- Part of the WMS team, which is the system responsible for loading products at AmBev distribution centers throughout Brazil and part of South America
- Level 2 Incident resolution and analysis via MongoDB and SQL Server database

### Entry level Technical Support Analyst

May 2014 – October 2015

*Linx Systems*

*Blumenau, Brazil*

- Analysis and resolution of tickets on the company's platform, creation of Postgres SQL scripts and sending tickets to the level 2 team to analyze

### Technical Support Internship

June 2013 – February 2014

*T-Systems of Brazil*

*Blumenau, Brazil*

- Remote monitoring of the Volkswagen factory systems in real time, Resolution of incidents registered in the HP Service Center following SLA standards and ITIL standards

## PROJECTS

---

### AmBev/AbInbev WMS and Logan concierge system | *Figma, Azure*

March 2021 – Present

- Helped with the implementation of Design standards in the WMS and Logan systems, used in Brazil and abroad by the company
- Implementation of the company's official Design System in these systems
- Collaborated with stakeholders on several business decisions and helped the company achieve the tactical OKRS for each year.

## TECHNICAL SKILLS

---

**Languages:** JavaScript, TypeScript, HTML/CSS, SQL (Postgres, SQL Server)

**Frameworks:** Tailwind, SASS, Styled-components, NextJS, WordPress, Material-UI, Radix-UI, Shadcn-ui

**Developer and Designer Tools:** Git, Docker, VS Code, Cursor | Figma, Miro, Lucid, Sketch, AdobeXD, Framer

## EDUCATION

---

### Uniasselvi University

Blumenau, SC

*Bachelor in Mobile Development*

*July. 2024 – Current*

### Codeboost

Blumenau, SC

*Front-end developer course*

*May. 2022 – October 2023*

### Meiuca

Blumenau, SC

*Design System Specialist course*

*December. 2021*