Heyder Falheiro

📞 +55 (12) 98852-0760   ✉ heyfalheiro@gmail.com   in linkedin.com/in/heyderfalheiro   ⌨ github.com/heyfalheiro1537

Education

Instituto Tecnológico de Aeronáutica (ITA) — **Expected Graduation: December 2026**
Bachelor of Engineering — *São Paulo, Brazil*
- Courses: Neural Networks with Classical and Deep Learning, Parallel Processing, Requirements Engineering for Complex Systems with Software

Liaoning Normal University — **June 2017 – January 2018**
Chinese Language Program, Intermediate Level 4 (Exchange Program) — *Dalian, China*

Work Experience

Selvia AI Medical Accounting — **November 2024 – May 2025**
Software Engineer Intern — *São Paulo, Brazil*
- Designed, developed, and integrated **client-server APIs** for WhatsApp-based communication flows, driving a **40% increase** in PLG funnel efficiency through enhanced automated customer engagement.
- Architected and deployed **AWS Lambda serverless functions** to securely connect banking systems, customer service platforms and databases applying **object-oriented design** and **modular development** principles.
- Led the development of **automation tools** that eliminated over **60% of manual operational tasks**, significantly boosting scalability and execution speed.
- Built and optimized **AI agents powered by large language models (LLMs)** to support internal operations and smart response systems, reducing human workload by approximately **35%**.

VTEX Ecommerce Solutions — **July 2023 – June 2024**
Field Software Engineer — *São Paulo, Brazil*
- Resolved critical technical issues across a portfolio of over **100 e-commerce stores**, each with unique and complex system architectures, ensuring high availability and operational continuity.
- Acted as a quadrant **leader and go-to engineer**, resolving **over 90% of escalated cases** involving critical failures, API issues, and infrastructure bottlenecks.
- Independently led internal projects, including customer churn reduction initiatives that contributed to a **25% improvement** in retention for targeted clients.
- Spearheaded the creation of a War Room training program for onboarding and upskilling support analysts, reducing ramp-up time by **50%**.

Makers Fellowship — **Since Jan 2024**
Coding Fellow — *Remote*
- Participation in a program empowering **high-potential Latin American talents** on their journey to building world-class companies, fostering the **next generation of leaders and entrepreneurs**.

Projects

AirData LLM — **Python/Typescript**
- Developing a Large Language Model (LLM) for Brazil's National Civil Aviation Agency (ANAC) that automatically retrieves air traffic data and transforms it into concise, actionable summaries, empowering legal agents to make faster and more informed decisions.

Arduino Anti-Panic Device — **Arduino | C++**
- Developed an Arduino-based device to support individuals experiencing agoraphobia and panic attacks post-pandemic, combining breathing guidance with emergency alert features to assess the need for specialized intervention.

River Flow Prediction Using Machine Learning — **MATLAB**
- Created and trained ML models to predict river flow using historical hydrological and meteorological data, aiming to support flood prevention and water resource management strategies.

Technical Skills

Languages: Python, JavaScript, HTML5, CSS, C/C++, SQL

Developer Tools: AWS, Postman, Git, Docker

Libraries/Frameworks: ReactJS, LangGraph, LangChain, PostgreSQL, NextJS, MongoDB, NodeJS