

YGOR DURÃES DE OLIVEIRA

IT Innovation Lead and Developer

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I'm Ygor Durães, an Innovator, Design Thinker, Developer and Photographer from Porto, Portugal.

Today, my priority is to foster the Design Thinking culture inside and outside of the corporate world, accelerating innovation, and creating a positive impact through a human-centered approach.

WORK EXPERIENCE

FAPAN - PAN-AMAZONIAN FACULTY – 2019

Pan-Amazonian Faculty (FAPAN) is a Technology Faculty in Belém

Human-Computer Interaction Professor - 03/2019 - 08/2019 - Belém, Brazil

- Taught Design Thinking as the way to solve human-computer interaction problems to Computer Science undergraduate students

BANPARÁ – PARÁ STATE BANK – 2009 – 2020

Banpará is the Public Retail Bank from Pará State, actively contributing to the region's development

IT Innovation Lead - 10/2018 – 07/2020 - Belém, Brazil

- Contributed to innovation-driven projects as an innovation consultant, providing technical studies and assisting business units on defining the best strategy for their information systems business solutions
- Conducted business assessments regarding service delivery, User Experience (UX), and process improvement
- Coordinated agile development squads as Scrum Master, focused on innovation projects
- Mentored development teams that were in transition from waterfall to agile methodologies
- Founded EstaleiroUX: Banpará's Innovation Lab, a place where business units and IT can solve customer's experience problems through Design Thinking and UX Researches, supported by innovation drivers such as Analytics, DevOps, Natural Language Processing, Machine Learning, and Cloud
- Settled the roadmap for both short-term and long-term Innovation and Digital Business Strategies
- Coordinated and presented workshops about UX, Design Thinking, Agile Mindset and work culture in general

IT Process Lead - 03/2015 - 10/2018 - Belém, Brazil

- Developed, improved and published documented key IT processes and their KPIs, as well as business processes closely related to IT, focusing on software quality and business outcomes
- Co-created the company's IT Quality Manual based on ISO 9001

- Coordinated an agile development team as Scrum Master, conducting the development of BPMS automated processes using Agile methodologies and tools, contributing to growths higher than 130% in incomes and over 1400% in productivity in the improved processes
- Participated in the development of front-end applications using HTML5, CSS, and JavaScript.

IT Project Manager - 01/2010 - 03/2015 - Belém, Brazil

- Collected and documented software requirements and provided technical advice to business units
- Coordinated 13 different IT projects, totalizing more than 10,000 hours of project coordination
- Published the first improvement of the IT Project Management Process, including cost and time estimation, increasing standardization to the market's best practices and maximizing the overall software quality output

CURRENT SIDE PROJECTS AND HOBBIES

[@VaiChoverBelem](#): Automated Twitter notifications for incoming rain, integrated with local airports, launched in 2018. Made in NodeJS, runs on AWS.

[Secret Passphrase](#): A passphrase generator in Portuguese, made in HTML/CSS/JS. Also available for [Android](#), made in React Native.

[Photography](#): Creative projects deserve high-quality photographs.

PREVIOUS EXPERIENCES

IT Technician, Pará State Bank (Banpará) - 07/2009 - 01/2010 - Belém, Brazil

Resident Software Architect, Pará Data Processing (Prodepa) - 08/2008 - 08/2009 - Belém, Brazil

IT Intern, Pará Government Internal Audit Agency (AGE) - 08/2006 - 01/2007 - Belém, Brazil

EDUCATION

2009 ***Post-Graduation in Software Architecture***, Federal University of Pará, Brazil

2008 ***Post-Graduation in Strategic Management of Computational Resources***, FACL, Brazil

2007 ***B.Sc. in Computer Sciences***, University Center of Pará - CESUPA, Brazil

CERTIFICATIONS

[Agile Scrum Master](#) – EXIN – 2018 – License 5604637.20739915

[Agile Scrum Foundation](#) – EXIN – 2018 – License 5604637.20739751

ITIL® Foundation Certificate – AXELOS – 2016 – License 5604637.20501348

[P1 MPS.BR](#) – Softex – 2009 – License 6738-107-01

SKILLS

Design Thinking

UX Research

Project Management

Agile / Scrum / Kanban

Innovation

Productivity

Process Automation

Team Leadership

HTML5 / CSS / JS

NodeJS

React / React Native

DevOps / AWS / Firebase

LANGUAGES

- English: Advanced - IELTS Band 7
- Portuguese: Native

VOLUNTEER WORK

Design Thinking Facilitator, School of Creatives - 02/2019 - 08/2019 - Belém, Brazil