

RODRIGO MACEDO DE MIRANDA

Senior Project Manager | Data Analyst | PMO | Scrum Master | Fintech | Business Intelligence

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PROFESSIONAL SUMMARY

Results-driven Senior Project Manager and Data Analyst with 20+ years of experience delivering complex technology projects across Fintech, Electronic Payments, Software Development, and the Public Sector. Currently serving as Project Coordinator and Scrum Master at TSYS/GlobalPayments (Fortune 500), with a strong track record of leading cross-functional and multicultural global teams. Expanding expertise in Data Science and Business Intelligence through advanced training in Power BI, DAX, SQL Server, and Data Engineering. Trilingual (Portuguese, English, Spanish) professional with proven ability to manage stakeholders, drive Agile transformation, ensure regulatory compliance (BACEN, CIP, Open Finance), and deliver measurable business outcomes.

KEY COMPETENCIES

- Project Management (PMBOK)
- Agile / Scrum / Kanban / SAFe
- PMO Governance & Reporting
- Stakeholder Management
- Risk & Budget Management
- Electronic Payments (BACEN, CIP)
- Fintech / Open Finance / PIX
- Scrum Master / Sprint Planning
- JIRA / ClickUp / MS Project
- Business Intelligence (BI)
- Power BI / DAX / Power Query
- SQL Server / MySQL / Data Modeling
- Looker Data Studio / Excel Analytics
- Generative AI & Process Automation
- UX Design / Web Development
- Change Management / OKRs / KPIs
- Team Leadership (Global Teams)
- Trilingual: Portuguese / English / Spanish

PROFESSIONAL EXPERIENCE

Project Coordinator | PMO | Scrum Master

Apr 2024 – Present

TSYS – GlobalPayments (Fortune 500) | Campinas, SP, Brazil

- Coordinate PMO operations for a portfolio of technology projects and programs within a Fortune 500 global payments company, ensuring on-time delivery and governance compliance
- Lead and manage the Technical Documentation and Interpreter Services teams, overseeing cross-functional collaboration and performance
- Design and implement automated analytical dashboards using Power BI, reducing manual reporting time and improving decision-making speed for senior leadership
- Manage stakeholder relationships across multiple business units and geographies, facilitating executive-level status updates and risk mitigation reviews
- Apply Agile/Scrum methodologies as Scrum Master, conducting sprint planning, daily stand-ups, retrospectives, and backlog grooming sessions

Project Manager | Team Manager

Jul 2023 – Nov 2023

FastProBR | São Paulo, SP, Brazil

- Rescued 13 stalled technology projects by restructuring timelines, reallocating resources, and re-engaging stakeholders — delivering 100% on time within a 4-month tenure
- Led development of Generative AI-powered electronic payment solutions for Urban Mobility, integrating multiple programming languages and payment platforms
- Directed a cross-functional team of software developers, QA engineers, and systems analysts through the full Software Development Life Cycle (SDLC)
- Developed new business partnerships and managed client relationships, supporting commercial pipeline growth

Project Manager | Technical Project Manager

Jul 2022 – Mar 2023

Unlimit | São Paulo, SP, Brazil

- Led global electronic payment integration projects across Latin America, Europe, and Asia, ensuring successful go-live for VISA, Mastercard, AMEX, and ELO card schemes
- Ensured full regulatory compliance with BACEN, CIP, and international card scheme requirements, reducing compliance risk for global operations
- Coordinated cross-functional teams across Product Management, PMO, Business Analysis, and Commercial units in a multilingual environment
- Onboarded and trained new team members on Brazilian payment methods, regulatory frameworks, and internal systems
- Collaborated with global teams on payment integrations covering PIX, Open Finance, credit card, and alternative payment methods in Brazil

System Analyst

Oct 2021 – Jul 2022

Unlimit | São Paulo, SP, Brazil

- Developed comprehensive API documentation using UML techniques, enabling global teams to successfully integrate Brazilian payment methods
- Managed and prioritized development team backlogs, facilitating task assignment and sprint velocity optimization
- Authored technical documentation for credit card and alternative payment method integrations used by global commercial and engineering teams

Client Services Analyst II

Jul 2018 – Oct 2021

TSYS – GlobalPayments (Fortune 500) | Campinas, SP, Brazil

- Managed incident resolution and customer service delivery for clients across Brazil, Latin America, and the Caribbean, supporting Processing and Licensing models
- Led alignment and feedback meetings with banking and financial sector clients, addressing Downtime, Fraud, Credit Analysis, and Credit Card processing issues

Technical PM & Senior Web Designer

Jan 2002 – Aug 2019

Computech Professional Corp | Miami, FL, USA (Remote)

- Managed and delivered web and software projects for 200+ clients across the United States, Brazil, and other global markets
- Led multidisciplinary design and development teams, overseeing full project lifecycle from UX design and graphic production to back-end programming (ASP, PHP)
- Maintained long-term client relationships and expanded accounts through consistent quality delivery

Senior Technical PM | Internet & Social Media Division PM

Mar 2013 – Dec 2016

Jaguariúna City Government | Jaguariúna, SP, Brazil

- Managed government digital transformation projects across Health, Finance, Social Assistance, and Urban Infrastructure sectors
- Delivered the city's new digital portal and departmental websites, managing vendor relationships, content strategy, and UX design
- Pioneered 'Free Public Wi-Fi in Public Spaces' program and cybersecurity compliance initiatives for public institutions

Business System Analyst

Jan 2005 – Nov 2011

Motorola Brasil | Jaguariúna, SP, Brazil

- Analyzed business processes and translated requirements into functional specifications for software development teams
- Developed software and API documentation using UML techniques; collaborated with DevOps teams on internal and external platform projects

EDUCATION & TRAINING

Business Intelligence, Analytics & AI Tracks

2024 – 2025

Xperiun School | xperiun.com | Online, Brazil

Power BI Essencial & Avançado · DAX · Power Query · Data Modeling · SQL Server · Business Analytics & KPIs · Statistics for Data Analysis · APIs & M Language · AI applied to Data

CERTIFICATIONS

Google Project Management Professional Certificate
Agile Software Solutions Development
Career Essentials in Generative AI
Project Management Foundations
Generative AI for Project Management
International Project Management

Google Career Certificates
Project Management Institute (PMI)
Microsoft & LinkedIn
Microsoft & LinkedIn Learning
Project Management Institute (PMI)
LinkedIn Learning

LANGUAGES

Portuguese — Native **English** — Fluent (Business & Technical) **Spanish** — Conversational

TECHNICAL SKILLS

Project Tools: JIRA, ClickUp, MS Project, Trello, Monday.com, ServiceNow, Changepoint
Data & BI: Power BI, DAX, Power Query, SQL Server, MySQL, Looker Data Studio, Excel (advanced)
Development: HTML, CSS, PHP, ASP, UML, Mermaid, Python (learning), API documentation
Design & Media: Adobe Suite (Photoshop, Illustrator, Premiere), Canva, CapCut, UX Design
AI Tools: Generative AI (ChatGPT, Copilot, Claude), AI-assisted project management, Prompt Engineering
Methodologies: PMBOK, Agile, Scrum, Kanban, SAFe, Waterfall, Design Thinking, SDLC