



Joao Victor Maynard Mota

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📍 Home: Aracaju (Brazil)

ABOUT ME

AI-assisted product builder and operations automation specialist focused on applying AI to real business workflows. I have built and shipped production systems using AI coding tools, agentic workflows, prompt-driven execution, automation platforms, APIs and practical systems thinking. My strongest fit is not traditional software engineering in isolation, but turning messy operational problems into working AI-enabled processes. I have built internal AI support platforms, multi-agent tools, customer-facing automations, RAG/knowledge workflows, WhatsApp AI systems and business operations dashboards. I am used to working hands-on with teams, understanding repetitive workflows, prototyping quickly and shipping tools that make operational impact visible fast. Relocating to Berlin, Germany in June 2026 under a Working Holiday visa.

EDUCATION AND TRAINING

High School Diploma - Exchange Programme

Anacortes High School [29/06/2022 – 30/06/2023]

City: Anacortes | Country: United States

Business Administration coursework - one semester completed

Universidade Tiradentes (UNIT) [07/08/2023 – 15/12/2023]

City: Aracaju | Country: Brazil

WORK EXPERIENCE

🏢 *AMS Soluções Tecnológicas* – Aracaju, Brazil

AI Systems & Operations Automation Specialist

[29/01/2025 – Current]

Built internal AI systems to help support and operations teams solve customer problems faster and automate repetitive technical workflows.

- Designed and delivered Eva Desktop, Eva Server and Eva Worker as an end-to-end AI remote-operations platform combining an Electron desktop console, multi-tenant backend, WebSocket relay and Windows worker installed on customer machines.
- Enabled controlled AI access to 1,500+ machines across 300+ customer companies, including servers, POS/cashier machines, invoice terminals and back-office computers.
- Implemented AI agent workflows with tool calling, computer-use automation, screenshots, annotated UI trees, UI automation, ODBC/database access, file operations and Python/PowerShell/CMD execution.
- Built multi-agent orchestration inside Eva Desktop so a main agent can delegate investigation, debugging and background tasks to sub-agents.
- Created AI-assisted workflows for database diagnostics, ERP issue reproduction, invoice rejection troubleshooting, SPED corrections and customer-environment analysis.
- Built a daily knowledge-base ingestion pipeline that processes support articles, images and other media, vectorizes knowledge and makes it available to AI through RAG/search.
- Integrated AI support with Chatwoot and customer communication channels such as WhatsApp, website chat, email and Instagram, including escalation logic for human review.
- Helped increase operational capacity so a 3-person support team could serve around 300 customer companies, a workload that previously required approximately 20 support employees.

- Worked hands-on with internal users to understand support workflows, identify automation opportunities, prototype solutions and improve adoption.

 **Lana** – Aracaju, Brazil

Founder / AI Product Builder

[01/10/2025 – Current]

Built and operate Lana, a production multi-tenant SaaS platform for AI-assisted WhatsApp appointment scheduling, used by active customers.

- Developed the product end to end, covering backend, frontend, mobile app, billing, infrastructure, observability and customer-facing workflows.
- Built AI orchestration for business operations using tool calling, guardrails, human-in-the-loop workflows and integrations with WhatsApp APIs, OpenAI, Gemini, Grok/xAI and voice systems.
- Implemented WhatsApp conversations, contacts, services, professionals, scheduling, confirmations, follow-ups, notifications, analytics and super-admin features.
- Created operational automations that help small businesses handle scheduling, customer communication and repetitive service workflows through AI-assisted processes.
- Integrated PostgreSQL, Redis/BullMQ queues, Stripe subscriptions/credits, Sentry, BetterStack and production deployment infrastructure.
- Created an iOS mobile app with Expo/React Native, including conversations, calendar, contacts, push notifications, attachments, audio and real-time updates.
- Used AI-assisted development tools such as Codex and Claude-style workflows to plan, build, debug and iterate quickly while retaining product and architecture responsibility.

 **Ana Health** – São Paulo, Brazil

Growth Technology Contractor

[01/05/2025 – 15/08/2025]

Worked as a contractor in the Growth team, collaborating with technology and commercial/marketing operations to build acquisition and data-visibility systems.

- Created landing pages, acquisition flows, sales funnels, commercial pipelines and tool integrations for internal teams.
- Improved operational visibility through data integrations, reporting workflows and BI-style dashboards.
- Built an internal risk-mapping assessment project for a Unimed client, used by 1,400+ employees.
- Delivered an automated scoring workflow that helped HR/managers identify strengths, weak points and indicators related to workplace psychosocial risk factors in the context of Brazil's NR-1 occupational risk-management framework.
- Worked in a project-based contractor model using ClickUp tasks, daily alignment and delivery deadlines.

 **AMS Soluções Tecnológicas** – Aracaju, Brazil

Support Analyst

[16/07/2023 – 19/01/2025]

Worked in technical support for AMS's ERP/customer systems, combining customer service, database investigation and operational problem solving.

- Supported clients through chat, phone and in-person service, acting as a bridge between customers and internal systems.
- Investigated system, integration and database-related issues using WinSQL, DB2, ODBC connections, PostgreSQL and psql.
- Helped troubleshoot ERP incidents, invoice/fiscal issues, customer infrastructure problems and operational workflows.
- Built the domain understanding of support processes, recurring issues and operational bottlenecks that later informed the Eva AI automation platform.

SKILLS

AI adoption in operations / AI agents / Prompt workflows / AI-assisted software development / Claude/Codex-style engineering workflows / Tool calling / RAG and vector databases / Semantic search / Multi-agent orchestration / Workflow automation / Operations automation / Internal tools / Customer support automation / WhatsApp automation / Chatwoot and helpdesk workflows / Technical documentation / Process improvement / TypeScript / JavaScript / Node.js / React / Vite / Electron / PostgreSQL / SQLite / Drizzle ORM / Redis and BullMQ / REST APIs / WebSockets / OpenAI / Gemini / Grok/xAI / Qdrant / Python scripting / PowerShell / ODBC / DB2 / Windows UI Automation / FlaUI / nut.js / Stripe / Sentry / BetterStack / Railway / Docker / BI dashboards / CRM/tool integrations

LANGUAGE SKILLS

Mother tongue(s): Portuguese

Other language(s):

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

German

LISTENING A1 READING A1 WRITING A1

SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

Spanish

LISTENING B1 READING B1 WRITING B1

SPOKEN PRODUCTION B1 SPOKEN INTERACTION B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user