

JOÃO VICTOR MAYNARD MOTA

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EDUCATION

Anacortes High School

High School Diploma - Exchange Programme

Anacortes, United States | Jun 2022 - Jun 2023

Universidade Tiradentes (UNIT)

Business Administration coursework, one semester completed

Aracaju, Brazil | 2023

EXPERIENCE

AMS Soluções Tecnológicas

AI Systems & Operations Automation Specialist

Berlin, Germany / Remote | Jan 2025 - Present

- Built internal AI systems that help support and operations teams resolve customer issues faster and automate repetitive technical workflows.
- Designed Eva Desktop, Eva Server and Eva Worker: an AI remote-operations platform with 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 tool-calling workflows for screenshots, annotated UI trees, computer-use automation, UI actions, file operations, process inspection, Python/PowerShell/CMD execution and DB2/ODBC database queries.
- Built multi-agent orchestration so a main agent can delegate investigation, debugging and background tasks to sub-agents inside Eva Desktop.
- Created AI workflows for ERP issue reproduction, database diagnostics, invoice rejection troubleshooting, SPED corrections and customer-environment analysis.
- Integrated AI support with Chatwoot, WhatsApp, website chat, email and Instagram, including routing, escalation and human-review logic.
- Built a daily knowledge-base ingestion pipeline that processes support articles, images and media, vectorizes knowledge and makes it available through RAG/search.
- Helped a 3-person support team serve around 300 customer companies, a workload that previously required approximately 20 support employees.

Lana

Founder / AI Product Builder

Berlin, Germany / Remote | Oct 2025 - Present

- Built and operate Lana, a production multi-tenant SaaS for AI-assisted WhatsApp appointment scheduling, used by active customers.
- Developed the product end to end across backend, frontend, iOS mobile app, billing, infrastructure, observability and customer-facing workflows.
- Built AI orchestration with tool calling, guardrails, human-in-the-loop flows and integrations with WhatsApp APIs, OpenAI, Gemini, Grok/xAI and voice systems.
- Designed operational product flows for conversations, scheduling, onboarding, analytics, billing, customer contacts, service configuration and business settings.
- Used AI-assisted engineering workflows with Codex and Claude-style tools to plan, build, debug and iterate quickly while keeping product and architecture ownership.

Ana Health

Growth Technology Contractor

São Paulo, Brazil / Remote | May 2025 - Aug 2025

- Worked with growth, technology and commercial/marketing operations to build acquisition flows, sales funnels, pipelines and data-visibility systems.
- Created landing pages and tool integrations for internal teams, improving operational visibility across marketing and commercial workflows.
- 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.

AMS Soluções Tecnológicas

Support Analyst

Aracaju, Brazil | Jul 2023 - Jan 2025

- Worked in ERP/customer support, combining customer communication, troubleshooting, database investigation and operational problem solving.
- Investigated system, integration and database issues using WinSQL, DB2, ODBC connections, PostgreSQL and psql.
- Built the domain understanding of recurring support issues and operational bottlenecks that later informed the Eva AI automation platform.

PROJECTS

Eva - AI Remote Operations Platform | Electron, React, Node.js, Hono, PostgreSQL, WebSockets, OpenAI, ODBC/DB2, PowerShell, Python

- Internal AI platform that lets support teams delegate customer problems to an AI agent that can inspect UI/database state, run scripts, reproduce errors and apply fixes with human review.
- Combines desktop agent UX, remote worker orchestration, tool loops, UI automation, database access, RAG knowledge retrieval and escalation logic across real customer environments.

AMS Omnichannel AI Support System | Chatwoot, WhatsApp, RAG, Qdrant, embeddings, media retrieval, support automation

- AI support layer connected to WhatsApp, website chat, email and Instagram, with daily article ingestion, vector search, contextual image/media retrieval and human handoff.
- Uses a knowledge pipeline over thousands of support articles and images to answer customer questions and route complex cases to human support.

Lana - AI WhatsApp Scheduling SaaS | TypeScript, React, Express, PostgreSQL, Drizzle, Stripe, Redis/BullMQ, WhatsApp APIs, iOS app

- Production multi-tenant SaaS combining WhatsApp automation, AI-assisted scheduling, customer conversations, analytics, subscriptions, voice features, web app and mobile app.
- Includes tenant management, contacts, services, professionals, calendar rules, automatic confirmations, follow-ups, billing, AI tools, guardrails and observability.

Astron AI Copilot | Node.js, TypeScript, PostgreSQL, Qdrant, semantic search, transcript retrieval, AI personas

- AI study copilot for an online education platform with lesson-aware chat, video timestamp context, transcript search, semantic retrieval and multiple mentor personas.

SKILLS

AI / Automation: AI agents, tool calling, prompt workflows, Claude/Codex workflows, multi-agent orchestration, RAG, vector search, human-in-the-loop, guardrails, workflow automation, n8n, support automation.

Product / Operations: AI operations, internal tools, support operations, customer workflows, growth operations, funnel/pipeline tooling, BI dashboards, process mapping, fast prototyping, product judgment.

Engineering Tools: TypeScript, Node.js, React, Electron, Express/Hono, PostgreSQL, Drizzle ORM, Redis/BullMQ, Qdrant, OpenAI, Gemini, Grok/xAI, Python scripting, PowerShell, ODBC/DB2, Chatwoot, WhatsApp APIs, Stripe.

Languages: Portuguese native, English C1, Spanish B1, German A1.