

# Matheus Souza

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## Education

### Unigranrio University

Bachelor of Information Systems

Duque de Caxias, Rio de Janeiro

Jan 2011 – Dec 2014

### Freinet High School

High school and IT Technical course

Magé, Rio de Janeiro

Dec 2009

## Experience

### Positivo S+

**Servicenow Developer**

Rio de Janeiro (remote)

Aug 2024 – Present

#### Providing Service at Nissan North America

Working in translating user stories into functional platform enhancements that align with business needs. Experienced in incident management, system stability, and seamless integrations to optimize performance and user experience.

Currently working at Nissan North America, I collaborate with internal teams and business units to design and develop innovative solutions, focusing on:

- Enhancing user experience and automating internal processes
- Implementing system integrations for seamless platform communication
- Contributing to strategic projects, including platform upgrades and migrations

As part of a global team, I actively exchange knowledge and best practices, ensuring continuous improvement and innovation in our solutions.

Rio de Janeiro (remote)

**Servicenow Administrator | Servicenow Developer**

Nov 2018 – Dec 2023

#### Providing Service at Renault South America / Nissan South America

Administrator and responsible for the ITSM management platform (Servicenow) for the South American Regions, responsible for communication between Renault/Nissan users and IT

#### Responsibilities:

- Architecture and administration of the ITSM ecosystem
- Planning and execution of the Servicenow Platform version change.
- Development of Modules on the Servicenow Platform
- Creation and Maintenance of Service Portals.
- GO LIVE monitoring in a production environment.
- Instance health management (Development, QA and Production)
- Development of integrations with other systems (REST APIs, Active Directory, chatbot, others...)
- Management of the License Agreement used in the Platform
- Support in the development and maintenance of Applications together with the Business Area

Providing Service at Renault South America / Nissan South America

In this role, I was responsible for user service, including VIP users such as Directors and Executives. I also focused on developing and analyzing reports to enhance service quality. Additionally, I collaborated with teams across various locations in South America, fostering knowledge-sharing and providing assistance. I have contributed to the development of impactful solutions that have significantly improved the overall operational efficiency and customer satisfaction.

**Skills & Interests**

**Technical**

- **ServiceNow Platform:** Scripting, System Architecture, Service Portal, UI Builder (Now Experience)
- **Backend:** Java, C#, Ruby on Rails
- **Frontend:** HTML, CSS, Angular
- **Mobile Development:** React Native, Flutter (Dart)

**Language**

- Portuguese – Native / Fluent
- English – Upper-Intermediate (B2)
- Spanish – Intermediate

**Interests**

ServiceNow · Technology trends · Mobile app development · Functional training · Nutrition & wellness · Learning languages · Traveling with family · Irish culture