

David Emanuel Rios

Team Leader, Customer Support & Technical Integrations | AI Engineering
São Paulo | Open to International Relocation | +55 11 95928-9061 | emarios.92@gmail.com
linkedin.com/in/davidemanuelrios | github.com/davidrios92

PROFESSIONAL SUMMARY

Team leader and AI engineer with 5+ years leading post-sales client engagements, translating complex enterprise requirements into scalable technical architecture and integration design. Skilled in discovery, requirements engineering, and stakeholder alignment, with hands-on technical fluency in APIs, webhooks, CRM systems, and AI-driven workflow automation (n8n, OpenAI, Claude Code). Currently lead a global technical integration & support team, serving as the trusted technical adviser between clients and internal delivery teams from contract signature through go-live. Comfortable navigating complex organizational dynamics, communicating technical decisions to both engineering and executive stakeholders, and driving outcome-focused delivery across multicultural, multi-timezone environments.

CORE COMPETENCIES

- Solutions Consulting:** Discovery & requirements engineering, technical architecture design, solution documentation, post-sales delivery
- Client & Stakeholder Engagement:** Cross-functional alignment, executive communication, technical advisory
- Integrations & APIs:** Salesforce, GoHighLevel, API & webhook configuration
- Automation & AI:** n8n, Make, Zapier, OpenAI, workflow orchestration, RAG
- AI-Assisted Development:** Claude Code, GitHub Copilot, Codex
- Web Development:** HTML, CSS, JavaScript, full-stack fundamentals (Node.js), Python (back-end), SQL
- Analytics & Reporting:** Business Intelligence, KPI tracking, SLA monitoring, data-backed decision making
- Leadership & Operations:** Global team leadership, stakeholder management, process optimization, continuous improvement, quality assurance, Agile/MoSCoW prioritization
- Languages:** Spanish (Native) | English (Full Professional) | Portuguese (Full Professional)

PROFESSIONAL EXPERIENCE

- Team Leader – Global Technical Client Integration & Support** May 2025 – Present
Awin Global | São Paulo, Brazil
 - Lead a global team across technical integrations and support, with a strong focus on process analysis, monitoring performance, running 1:1s, requirements gathering, KPI performance tracking, and continuous optimization of service workflows.
 - Drive data-backed improvements by analyzing operational metrics, identifying bottlenecks, and implementing enhancements, including AI-driven workflows to automate recurring tasks for both personal and team operations that elevate integration quality, customer experience, and internal efficiency.
 - Partner cross-functionally with Product, Sales, and Operations to translate business and client needs into technical requirements, support UAT, improve integration frameworks, and ensure scalable, consistent service delivery across regions.
 - Serve as the primary technical point of contact for enterprise clients throughout the integration lifecycle, resolving technical blockers and aligning cross-functional stakeholders to keep delivery on track.
- Senior Global Integration Analyst** June 2024 – May 2025
Awin Global | São Paulo, Brazil
 - Executed technical integrations for new clients, configuring and connecting websites through GTM, Shopify, and Magento, with a strong focus on requirements translation, tracking data analysis, and validation of attribution logic.
 - Managed the full activation cycle in Salesforce, from contract signature to technical delivery, ensuring process visibility, cross-team alignment, and on-time completion of operational milestones.
 - Performed technical sign-off through functional and technical validation, reviewing tracking flows, events, and data accuracy before handover to the Account Manager.

- Maintained continuous client communication, providing technical support, issue analysis, requirements gathering, and handling of special integration requests.
- Supported global clients in English, Spanish, and Portuguese, enabling multi-regional collaboration and high-quality technical assistance across markets.

Full-Stack Developer & Technology Solutions Specialist

April 2023 – September 2024

Eversuite LLC | Utah, United States (Remote)

- Designed and deployed AI-powered conversational agents and voice assistants (OpenAI, Vapi AI, Assistable AI), covering prompt engineering, decision-tree logic, and end-to-end integration into client business workflows across multiple industries.
- Architected multi-step automation workflows (HighLevel Pro Tools, n8n, Zapier, Make) connecting CRMs, APIs, and AI models to replace manual processes, ensuring alignment between business objectives and technical architecture.
- Delivered training and technical assistance to clients, enabling effective adoption and long-term value of implemented automations and AI solutions.

Independent Technical Solutions Consultant / AI Engineering

2024

AI Consulting Practice | Remote

- Lead discovery and solution design for marketing agency clients, defining automation architecture and integration points across CRM, web, and AI systems to replace manual, document-heavy processes.
- Translate ambiguous business requirements into technical designs and implementation plans, partnering directly with client stakeholders from initial scoping through delivery.
- Build and deploy AI-powered workflow tools, audit, lead-generation, and reputation-monitoring systems combining automation platforms, APIs, and large language models.
- Use AI-assisted development tools (Claude Code, GitHub Copilot) to accelerate solution delivery and iterate quickly with clients.

International Customer Experience B2B/B2C

February 2021 – April 2023

Hotmart | São Paulo, Brazil

- Provided technical support to buyers and producers on a global digital platform in Spanish, English, and Portuguese, assisting with functionality, troubleshooting, and issue analysis.
- Completed periodic training on platform tools and technical structure, enabling accurate issue resolution across a global user base.

EDUCATION

Systems Analyst, Information Technology

Jan 2017 – Aug 2019

Faculdade VINCIT

Full-Stack Development (JavaScript / Node.js)

Feb 2023 – Jul 2023

Programa Codo a Codo

CERTIFICATIONS

- The Role of Business Analysis in Data Analytics
- Data-Backed Decision Making
- Stakeholder Communication Strategies that Stick
- Applying Agile MoSCoW Prioritization

KEY ACHIEVEMENTS

- Currently lead a 6-person global technical integration & support team, acting as trusted technical adviser to enterprise clients from contract signature through delivery.
- Lead discovery and solution design for independent consulting clients, translating ambiguous requirements into automation architecture and integration plans across CRM, API, and AI systems.
- Recognized as a bridge between technical and business stakeholders across Product, Sales, and Operations, navigating complex organizational dynamics to keep delivery aligned and on track.