

ERICK GUEDES FERREIRA

Senior Sales Engineer | Pre-Sales Consultant | Technical Business Consultant

erick@erickguedes.com | +55 21 98800-0888 | São Gonçalo, RJ, Brazil

<https://www.linkedin.com/in/erickguedes/> | <https://calendly.com/erick-guedes/connect>

PROFESSIONAL SUMMARY

Multidisciplinary technology and business professional with 15+ years of experience connecting operations, technology, and strategy in enterprise environments. Career built across infrastructure, service governance, solution implementation, consulting, and Sales Engineering — consistently translating complex business challenges into measurable outcomes. Experienced in discovery, requirements gathering, integrations, business cases, and solution positioning for clients across Supply Chain, Logistics, Retail, Manufacturing, and Energy in Latin America. Recognized for aligning executives, operational teams, and technical stakeholders to accelerate decision-making, reduce risk, and maximize value generation. Currently transitioning my career to AI solutions engineering/architecture, combining business domain expertise with automation and intelligent agents to create scalable value.

PROFESSIONAL EXPERIENCE

Business Consultant (Pre-Sales / Sales Engineer) | ORTEC | Jan 2020 – Apr 2026

Consultative and commercial engagement on enterprise SaaS solutions for Supply Chain and Logistics, serving clients in Retail, Manufacturing, and Energy across Brazil and Latin America — covering discovery, technical validation, business cases, integrations, and full commercial cycle support.

- Influenced 80+ enterprise SaaS opportunities by delivering tailored solution demonstrations and ROI analyses for C-level and technical stakeholders across Retail, Manufacturing, Wholesale, and Energy sectors.
- Spearheaded a solution replacement engagement with a major Argentine state-owned energy company, migrating from a legacy platform to an advanced outbound routing solution — delivering ~15% productivity gain and ~10% cost reduction in field operations.
- Led discovery sessions to surface business challenges, translating routing, planning, and workforce scheduling requirements into API and SQL-based solution designs.
- Delivered technical presentations and solution demos to executive and engineering audiences, driving progression across enterprise deals in Brazil and Latin America throughout RFI/RFP cycles, renewals, and expansions.
- Built ROI models and value assessments with Account Executives, directly supporting pipeline worth \$10M+ in expansion decisions for major logistics and energy accounts.
- Owned the full sales cycle for Brazil and South America for five years (2021–2026), stepping in for the departing regional AE and leading pipeline management, client engagement, and deal closure in parallel with pre-sales delivery.
- Accelerated customer onboarding and SaaS migration playbooks, cutting time-to-value by 25% across enterprise go-lives through structured onboarding and workflow optimization.
- Contributed to a global cross-office business intelligence initiative targeting the U.S. market, collaborating with teams across multiple countries to define go-to-market strategy, assess product-market fit, identify competitive gaps, and deliver competitor analysis for executive decision-making.
- Directed SaaS migration and transition plans, reducing cutover risk and improving adoption by coordinating distributed business and technical teams across customer environments.
- Executed the full technical validation cycle across pre-sales and consulting engagements — covering integration scoping (APIs, XML, JSON), solution architecture, stakeholder alignment, and handoff to implementation.

Junior Implementation Consultant | ORTEC | Mar 2019 – Dec 2020

Hands-on implementation role on enterprise SaaS go-live projects, including configuration, integrations, data validation, user training, and platform adoption support.

- Configured integrations and data mappings for enterprise customer deployments, ensuring accurate data flows across production environments via SQL validation and API testing.

- Engineered automation tools to bridge communication gaps between internal and customer-facing teams during a large steel manufacturing go-live, reducing manual handoff errors and accelerating deployment workflows.
- Designed and delivered pre-go-live training for the client's operational team and authored the full operational documentation suite — maximizing solution adoption and creating a reusable support reference that reduced post-launch escalations.
- Authored implementation runbooks and troubleshooting guides that reduced repeat support tickets by 20% and served as onboarding references for new consultants.
- Collaborated with senior consultants and customer technical teams to resolve integration issues, accelerating go-live timelines for logistics and retail clients.

IT Service Delivery Consultant & Vendor Governance Analyst | Petrobras (via SONDA / Stefanini) | Oct 2013 – Feb 2018

IT service supervision, operational governance, and contract compliance across 6+ Petrobras business units, supporting contract managers and coordinating interactions between vendors, operations, and end-user areas.

- Inherited a critical operational backlog exceeding 12 months of unresolved service tickets and undelivered equipment requests; led a structured recovery initiative across Petrobras units in Rio de Janeiro that fully eliminated both backlogs and restored service delivery standards.
- Audited asset inventory against BDGC payment records to ensure Petrobras was only paying for equipment confirmed operational in the field — identifying discrepancies and generating direct cost savings for the organization.
- Improved first-response times by 18% by implementing impact-based incident scoring, enhancing triage efficiency for a high-volume queue of 200+ monthly tickets.
- Conducted a satisfaction survey across all Petrobras office facilities in Rio de Janeiro, identifying service pain points by location and driving targeted improvements that measurably reduced formal complaints.
- Redesigned operational procedures and service alignment protocols between vendor teams, standardizing workflows and reducing procedural gaps that were contributing to recurring incidents.
- Streamlined communication between suppliers and technical teams, reducing handoff delays by 15% through standardized governance routines and reporting cadences.
- Monitored KPI and SLA trends across distributed vendor teams, delivering operational visibility reports for senior leadership across 10+ business units.
- Restored critical services within SLA windows by coordinating cross-vendor troubleshooting and service recovery efforts under high-pressure enterprise environments.

Technical Support Supervisor | ALOG / EQUINIX | Jun 2009 – Jun 2013

Responsible for 24/7 technical support operations in Tier III datacenter environments, ensuring availability, incident response, and SLA compliance for mission-critical enterprise clients.

- Established an internal knowledge management program built on a corporate wiki, periodic reviews, and continuous technical communication — strengthening knowledge sharing and operational improvement across the team.
- Partnered with operations leadership on workflow design and standard operating procedures, contributing to a 20% reduction in MTTR.
- Delivered Linux training to junior support staff and monitoring analysts, raising the team's technical baseline.
- Designed a ticket routing and prioritization system that matched each incident to the right specialist, minimizing queue bottlenecks and contributing to a 25% reduction in response and resolution times.
- Ensured uptime above 99.9% for mission-critical enterprise environments by overseeing 24/7 operational monitoring and SLA-bound service continuity protocols.

Monitoring Analyst | ALOG / EQUINIX | Jun 2008 – Jun 2009

Acted as first responder for availability incidents, independently executing remediation actions or escalating to support teams based on severity — reducing time-to-containment for outages.

- Detected and countered network-level threats including DDoS attacks and unauthorized server access attempts by analyzing traffic patterns and executing initial mitigation actions, helping safeguard datacenter availability for enterprise clients.

- Developed automation scripts for service monitoring data collection and automated response actions, reducing manual effort in incident detection and accelerating the team's reaction time.
- Escalated critical events within SLA thresholds, maintaining service health visibility across dashboards and contributing to a 12% reduction in repeat alerts through systematic log analysis and root cause documentation.

EDUCATION

Postgraduate Degree — IT Management & Digital Transformation | Universidade Cruzeiro do Sul, 2025

Technology Degree (Superior) — Information Technology Management | UNESA (Estácio de Sá), 2013

CORE SKILLS & TOOLS

Pre-Sales & Business: Consultative Selling, Solution Discovery, RFI/RFP Management, ROI Modeling, Business Case Development, Executive Presentations, Stakeholder Management, BANT, MEDDIC/MEDDPICC, SPIN, Salesforce CRM

Technical & Integration: APIs, SQL, XML/XSLT, JSON, Python, SaaS Platforms, Linux, Apache, MySQL, AWS, Docker

Analysis & Reporting: Excel Advanced, Power Query, KPI & SLA Analysis, Workflow Analysis, Process Mapping

Service Delivery: IT Governance, Vendor Management, Incident Management, Escalation Management, Root Cause Analysis, ITIL

Industries: Supply Chain, Logistics, Retail, Manufacturing, Energy, Enterprise IT, Datacenter, SaaS, AI

CERTIFICATIONS & TRAINING

IT Service Management: ITIL | COBIT | ISO 20000 | ISO 27002 | MOF

Support & Knowledge: HDI KCS | HDI HDM | HDI SCTL

Infrastructure: LPIC I | Novell CLA

Business & Sales: Kellogg Executive Education – Mastering Sales: A Toolkit for Success

LANGUAGES & AVAILABILITY

Languages: Portuguese (Native) | English (Fluent) | Spanish (Advanced)

Work Preference: Remote, Hybrid (RJ/SP), or On-site (Rio de Janeiro)

Mobility: Fully available for national and international travel and/or relocation. Valid Category B driver's license.