Enio Borges, Operations Manager

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PROFESSIONAL SUMMARY

Dynamic remote operations leader with over 7 years of experience driving global product development and bridging business needs with technical execution. Skilled in agile methodologies, low-code solutions, and automated workflows to boost efficiency and streamline processes. Achievements include refactoring internal products to triple client output and adapting operations to expand into new industries with higher delivery standards. Known for enhancing project performance and operational effectiveness, substantially impacting team success and customer satisfaction.

WORK EXPERIENCE

10/2023 – Present **Director of Service Operations, OnFrontiers** Remote, Brazil

- Scaling OnFrontiers' service operations 10x through agile product development, utilizing AI prompts, serverless Node.js applications, HubSpot API integrations, and automated workflows.

04/2021 – 09/2023 **Head of Service Operations, OnFrontiers** Remote, Brazil

- Oversaw the internal product development lifecycle using low-code solutions, emphasizing efficiency and high customer service standards, and reducing operational costs by 30%.

03/2019 – 03/2021 **Senior Expert Sourcing & Engagement Manager, OnFrontiers** Remote, Brazil

11/2017 – 03/2019 **Expert Sourcing & Engagement Manager, OnFrontiers** Remote, Brazil

- Remotely served top-tier corporate clients in the US and Europe, consistently delivering high-performance results that helped achieve a 3x increase in client output over that period.

06/2016 – 11/2017 **Founder, Tres Colinas** Sao Paulo, Brazil

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EDUCATION

12/2024 – Present TripleTen Remote, Brazil
Certificate, Web Development

03/2024 – Present Codecademy Remote, Brazil
Certificate, Back-End Engineering

01/2017 – 08/2017 Coursera / UC Irvine Remote, Brazil
Specialization, Project Management

08/2010 – 12/2012 St. Thomas University Miami, United States
Bachelor of Business Administration, Management

SKILLS

Cross-Functional Collaboration	Roadmap Prioritization
Project Management	Remote Leadership
Strategic Planning	Process Optimization
Continuous Improvement	Stakeholder Management
Adaptability	Problem-Solving
Product Strategy	User Research
Product Analysis	Agile Implementation