



Andrey Dantas Lago

IT ANALYST · TOTVS PROTHEUS (TMS) & GLPI SUPPORT · SQL SERVER/ORACLE · PYTHON ·
FOUNDER @TINY STEPS

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IT Analyst with experience in ERP systems, platform integration, and process automation in the logistics and healthcare sectors.

I work with TOTVS Protheus (TMS, back office, contracts, fiscal) and develop in ADVPL/TLPP. I write SQL queries (SQL Server and Oracle) and automate processes with Python, PowerShell, and Power Automate.

I translate business needs from a wide range of areas into functional technical solutions, depending on what the company needs. This includes administering the service desk platform (GLPI) and diagnosing root causes directly in the database.

Alongside this, I founded and launched Tiny Steps (tinysteps.com.br), a children's fashion e-commerce with an AI chatbot, dropshipping, and integrated payments. I took it from scratch to a live product, using AI as an implementation tool.

● PROFESSIONAL EXPERIENCE

Mid-level IT Analyst — Irapuru Transportes

Apr 2025 – present

Caxias do Sul, RS

ERP ADMINISTRATION & SUPPORT

- Sole administrator of the TOTVS Protheus ERP during its implementation phase, working across all areas of the system: back office, contracts, TMS (transportation management), fleet, fiscal books, and management accounting.
- Handling daily system demands, including generating and customizing routines and reports.
- Implementation and full configuration of the GLPI ticketing platform, now used across all company branches, with automated workflows and custom forms.
- Root-cause diagnosis directly in the Oracle database for TMS module defects and the electronic NF-e (e-invoice) import flow, delivering technical workarounds.
- Execution of the monthly fiscal close (entry-blocking parameterization by branch).
- Support for TMS satellite systems (user administration) and management of the Silt WMS (warehouse management system).
- Process automation with Python and PowerShell; permission and backup management per information security policy.
- Support for managing Microsoft 365 tools and building Power Automate automations; support for creating GPOs in Active Directory (Windows Server).

PLATFORMS CONCEIVED – own specification, AI-assisted implementation

- Suite Irapuru — unification of 5 internal systems into a single platform, with single sign-on (SSO) and per-system/per-screen permission control.
- Occupational Health and Safety System — management of periodic exams, PPE, workplace accident reports (CAT), safety dialogues (DDS), and inspections.
- Freight document reconciliation — between the TMS and the ERP (Oracle database), including diagnosis and fix of a file-corruption bug caused by concurrent writes.
- Financial export portal — automates exporting accounts payable/receivable from the TMS to the ERP's import layout, with an indicator dashboard.

Junior Systems Analyst — Unimed Vale do Sinos

Sep 2024 — Apr 2025

Novo Hamburgo, RS

- Development and maintenance of ADVPL/TLPP solutions (MVC model), with a focus on security and regulatory compliance for the healthcare sector.
- Gathering, detailing, and analysis of medium-complexity software requirements with end users.
- Execution of manual and automated tests (unit testing fundamentals).
- Code versioning (TortoiseSVN) and technical documentation.

Data Analyst — ProcData

Sep 2023 — Aug 2024

Caxias do Sul, RS

- ADVPL/TLPP development in the MVC model and construction of REST web services for system integration.
- Writing SQL queries (Oracle) for reports and data requests; data model design and optimization.
- Management of release deployment and migration; application of ERP updates.
- Unit testing and versioning via Git; technical documentation.
- Building Power BI dashboards (ETL, advanced modeling, DAX measures, KPIs) for activity management and management accounting.

PROJECTS

Conceived and specified by me, implemented with AI assistance, except where noted.

Tiny Steps — Founder · children's fashion e-commerce

I conceived and launched it from scratch to production: an AI chatbot for customer service, dropshipping (AliExpress), and integrated payments. I used AI as an implementation tool, focusing on product vision and customer experience.

Document Digitization System — Replacement for licensed legacy software

An in-house electronic fiscal document digitization system, eliminating per-machine/per-user licensing costs from a third-party solution, with a barcode (QR) reading engine, image processing, and PDF generation with metadata, corporate SSO, full audit trail, and compliance with the 5-year legal retention period.

Java 21 · Spring Boot 3 · Angular · OpenCV · Apache PDFBox · Oracle · JWT/SSO

Delivery Occurrence Integration (EDI) — Carrier API integration

A Python EDI integration service (parsing market-standard layout files) with automatic submission to an external carrier API, including a monitoring dashboard, email alerts, exponential-backoff retries, and deployment as a failure-resilient Windows/Linux service.

Python · Flask · REST API integration · Observability

Electronic Fiscal Document Sync (NFe/CTe) — Multi-company fiscal integration

Integration with a third-party API to search and synchronize fiscal XMLs across multiple ERPs, including a barcode-reading module, with a multi-company/multi-branch architecture.

Node.js · TypeScript · Express · Prisma · PostgreSQL

IT Portal (Service Desk / Tickets) — Web portal
A web portal for opening and tracking IT tickets.
Next.js · React · TypeScript

Internal Systems Orchestration Monorepo — DevOps
Consolidation of multiple internal systems (previously independent repositories) into a monorepo with Docker Compose, preserving Git history, container/port/database isolation, and shared SSO — simplifying deployment and maintenance of the entire IT stack.
Docker Compose · Microservices architecture

TOTVS Knowledge Base — Personal automation
· Python
Automatic reading and classification of ERP-related emails/tickets, generation of a semantic search base (RAG) over ticket history, incremental synchronization, and a demand-management dashboard, with write integration to the GLPI API.
Python · RAG/semantic search · ChromaDB · Vector embeddings

Freight Table Conversion Tool — Web application
A web application for converting Excel spreadsheets into hierarchical CSV files compatible with a transportation management system (TMS), deployed in a Docker container.
Node.js · Express · Docker

Email Server Diagnostic Tool (SMTP) — Web utility
A web utility for testing and validating email-sending (SMTP) configurations used by an ERP system, with real-time feedback via streaming.
Python · Flask · Server-Sent Events

● SKILLS

ERP & DEVELOPMENT

TOTVS Protheus (TMS, back office, fiscal)
ADVPL
TLPP
MVC model

SUPPORT & SERVICE DESK

GLPI (administration)
Formcreator & workflows
Triage & SLA
Profiles & permissions
Active Directory (GPO)

DATABASES

Oracle
SQL Server
SQLite
Data modeling

AUTOMATION & INTEGRATION

Python
PowerShell
Power Automate
Microsoft 365
REST APIs
Microsoft Graph API
Git

DATA ANALYSIS

Power BI

DAX

ETL

METHODOLOGY

Unit testing

Git / SVN

Technical documentation

OOP

EDUCATION

Associate Degree in Data Science, Data Processing

UNINTER Centro Universitário Internacional

Feb 2024 – paused in the first semester

Mechatronics Technician

SENAI-RS

Jul 2012 – Jul 2014

LANGUAGES

Portuguese (Native) · Spanish (Basic) · English (Basic)