

JOÃO VICTOR NERY

Product Builder / Forward Deployed Engineering | Applied AI, Agents & Integrations

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PROFESSIONAL SUMMARY

Product Builder working with conversational AI since 2025, building AI products and tools close to the people who use them. I lead cross-functional initiatives from discovery and solution design through development, testing, rollout, and iteration, combining a customer experience background with hands-on implementation.

SKILLS AND TECHNOLOGIES

Product and discovery: discovery, requirements gathering, process mapping, solution design, and prototyping

Applied AI: LLMs (OpenAI, Anthropic, Gemini), RAG, agents and assistants, MCP, evals, and human-in-the-loop

Integrations and automation: REST APIs, webhooks, n8n, Salesforce (Flow Builder), Botmaker, and GitHub Actions

Development: JavaScript, TypeScript, React, Node.js, Firebase, Supabase, PostgreSQL, Git, and testing

PROFESSIONAL EXPERIENCE

Stays Brasil (Decolar Group) | May 2026 - Present

Product Builder | Innovation Lab

- Lead cross-functional AI initiatives from discovery and solution design to development, rollout, and iteration.
- Work directly with Support, Customer Success, Product, and other teams to map workflows, define requirements, and turn operational evidence into product decisions.
- Design, build, and improve AI assistants, knowledge solutions, and internal tools with LLMs and RAG, connecting grounded responses, human handoff, and improvement loops.
- Develop integrations between models, APIs, and tools, including MCP, with permissions, human review, and fallbacks.
- Establish testing, response evaluation, and observability; drive releases; mentor teammates through reusable playbooks and skills.

Conversational AI Analyst | Apr 2025 - Apr 2026

- Built and improved conversational workflows in Botmaker and integrated Botmaker with Salesforce, investigating incidents, resolving failures, and defining information exchange.
- Created Salesforce Flow Builder automations for support cases; curated knowledge, analyzed interactions, and evaluated AI responses.

CX Analyst | Retention and Customer Support | Mar 2023 - Mar 2025

- Worked in retention and support: investigated cancellation reasons, diagnosed issues, and documented guidance for customers and internal teams.

Carbon Logistics | Feb 2022 - Mar 2023

Customer Success Intern | Operations

- Supported drivers and customers during delivery routes and produced reports to identify bottlenecks.

Vail Resorts | Nov 2019 - Apr 2020 | Stowe, Vermont, USA

Guest Service Associate | International Experience

SELECTED PROJECTS

Café Time Tracking | [GitHub \(public snapshot\)](#)

Built a mobile-first web tool in use at a real café: shift records from the phone, a Node.js API applying working-hours and weekly-overtime rules, and a manager view for history, incomplete records, and adjustment requests. Time rules have automated tests.

Technologies: JavaScript, Node.js, REST API, PostgreSQL (Supabase), HTML/CSS, and Render.

AI-assisted News Briefing | [GitHub](#)

Built a pipeline that collects RSS/Atom and HTML sources, removes duplicates, ranks items with deterministic rules, and drafts a Portuguese briefing with optional Gemini summaries. Telegram delivery is a separate, on-demand step.

Technologies: JavaScript, Node.js, Gemini API, Telegram Bot API, RSS/Atom, and GitHub Actions.

EDUCATION

Rocketseat

Postgraduate Specialization in Artificial Intelligence, Automation, and Data Analytics

Universidade La Salle | Feb 2021 - Dec 2022

Bachelor's Degree in Marketing

LANGUAGES

Portuguese: Native | **English:** Fluent | **Spanish:** Intermediate