

Contact

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Top Skills

Full-Stack Development
AI-Assisted Development
TypeScript

Languages

English (Full Professional)
Spanish (Professional Working)
Portuguese (Native or Bilingual)

Certifications

Bubble.io Developer Certification
Javascript for Developers

Honors-Awards

CCIE Voice #40912

Rafael Chavantes

Senior Full-Stack Engineer | AI-Assisted Development | Product Engineering | Technical Leadership
São Paulo, Brazil

Summary

Senior Full-Stack Engineer focused on AI-Assisted Development, with 20+ years in technology spanning enterprise systems, technical leadership, product thinking, and software delivery. My background includes nearly a decade at Cisco working with complex enterprise environments, critical systems, customers, and multidisciplinary teams. Since 2021, I have focused on building and shipping production software end-to-end across different industries and business problems. Today, my work sits at the intersection of software engineering, product thinking, and AI-assisted execution. I use AI agents to accelerate development, but I remain responsible for the decisions that determine whether a product actually works: understanding the problem, defining the solution, architecture, reviewing generated code, testing, debugging, and deciding what ships. I also believe knowing when NOT to use AI is part of the job. When reliability, precision, or business rules require deterministic behavior, I use conventional code, validation rules, and explicit logic instead of forcing an LLM into the solution. Recent work includes production systems involving document processing and routing, RAG and knowledge retrieval, guided decision workflows, internal tools, automation, and operational software. My strength is not narrow specialization in a single stack. It is the ability to connect business context, product thinking, and engineering execution, make sound technical decisions in ambiguous situations, and turn complex problems into reliable software. I work best in environments with clear goals, high trust, and autonomy in how those goals are achieved, with room to make meaningful technical decisions and contribute to product direction.

TECHNICAL FOCUS AI-Assisted Development | Full-Stack Engineering | Product Engineering | LLM Integrations & RAG | APIs & Automation | Solution Architecture

Current toolkit includes TypeScript, Next.js/React, Python, PostgreSQL/Supabase, OpenAI APIs and vector stores, Playwright, and agent-based development workflows. Open to conversations.

Experience

Self-Employed

Full Stack Engineer

October 2021 - Present (4 years 11 months)

São Paulo, Brazil

- End-to-end software delivery, translating business and product requirements into technical solutions from problem framing and solution design through implementation, testing, deployment, and production maintenance.
- Full-stack development of production systems using AI-assisted workflows, combining agent orchestration with hands-on architecture, code review, debugging, testing, and technical decision-making.
- Development of AI-enabled products, RAG systems, API integrations, automation workflows, internal tools, and customer-facing applications.
- Technical decision-making around where AI adds value and where deterministic code, validation rules, and human review are required for reliability.
- Collaboration with clients and teams to turn ambiguous operational or product problems into practical, maintainable software.

DELIVERIES:

- DOT Permit Routing - Built an end-to-end production system that converts state-issued oversize-load permit PDFs into driver-ready navigation routes. Combined AI-based document interpretation with deterministic routing and validation logic, owning architecture, implementation, payment flow, review tooling, testing, and production reliability.
- AskUpstream - Built a RAG-based AI assistant that makes a premium agricultural research archive searchable through natural-language questions with grounded, cited answers. Owned the ingestion pipeline, retrieval system, subscriber authentication, chat experience, and admin analytics.
- Estate Map - Built the product logic for a guided estate-planning application, including a 25-step intake flow, deterministic eligibility rules, attorney escalation, document vault, asset mapping, and an AI assistant. Designed the system so high-stakes legal decisions remain rules-driven rather than delegated to an LLM.
- GAP Smart Inventory - Automated inventory, invoicing, and tax operations for a food-retail business, reducing stock loss by 60% and administrative time spent on inventory management by 80%.

Cisco

9 years

High Touch Operations Manager | Technical Account Management
January 2019 - October 2021 (2 years 10 months)

Greater Rio de Janeiro

- Managed the technical relationship with critical enterprise customers, acting as a primary point of contact between business needs, technical teams, and delivery.
- Coordinated technical projects and cross-functional activities, ensuring alignment between customer priorities, engineering teams, and execution.
- Provided technical guidance across complex Collaboration and Data Center environments, supporting problem resolution and customer decision-making.
- Combined technical depth with stakeholder management, project coordination, and business context in high-impact customer environments.

High Touch Engineer

June 2014 - December 2018 (4 years 7 months)

Brazil

- Provided advanced technical support for complex Cisco Collaboration environments, including root cause analysis, troubleshooting, and resolution of critical issues.
- Worked closely with enterprise customers to understand system architectures, investigate complex problems, and develop practical technical solutions.
- Participated in Proof of Concept initiatives, including the Hosted Collaboration Solution supporting the Rio 2016 Olympic Games.
- Delivered technical knowledge transfer and guidance to customers operating business-critical infrastructure.

Customer Support Engineer

November 2012 - June 2014 (1 year 8 months)

Greater Rio de Janeiro

- Provided advanced post-sales technical support to large and critical enterprise accounts across Latin America.

- Investigated complex Unified Communications environments through system-level troubleshooting, architecture analysis, and root cause identification.
- Worked with communication protocols and distributed infrastructure, including SIP, H323, MGCP, and SCCP, developing a strong foundation in complex system behavior and interoperability.
- Translated technical investigation into customer-specific solutions, balancing reliability, operational context, and business impact.

HP

Technology Consultant

March 2011 - November 2012 (1 year 9 months)

Brazil

- Led the planning, design, and implementation of Unified Communications solutions for a global mining company.
- Worked as a technical consultant alongside architecture teams, translating business and infrastructure requirements into practical technology solutions.

FMC Technologies

Network Engineer

November 2008 - March 2011 (2 years 5 months)

Brazil

- Managed Unified Communications infrastructure for Latin America, supporting reliable operation across the region.
- Led technical projects from planning through deployment, coordinating implementation of enterprise communication solutions.

Rede D'Or

Network Analyst

April 2008 - October 2008 (7 months)

Brazil

- Managed data and voice network infrastructure across 40 remote offices and 3 major hospitals, supporting reliability in a critical healthcare environment.

Orange Business Services

Network Analyst

March 2007 - April 2008 (1 year 2 months)

Brazil

- Supported enterprise data networks and resolved complex infrastructure issues across Cisco and Nortel environments.

- Worked with routing protocols including BGP, OSPF, and RIP, strengthening the troubleshooting and systems foundation that shaped my later technical career.

PUC Rio

Network Analyst

June 2005 - August 2006 (1 year 3 months)

- Managed data and voice network infrastructure, supporting routing, switching, security, and IP telephony environments.

Education

Fundação Getulio Vargas

MBA em Desenvolvimento Humano de Gestores, Gestão de Pessoas com Ênfase em Liderança Organizacional · (2019 - 2020)

Echos - Innovation Lab

Design Thinking Specialist, Design Thinking · (2020 - 2020)

Universidade do Sul de Santa Catarina

Associate's degree, Information Technology · (2011 - 2013)