

Daniel Chaves

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EDUCATION

Pontificia Universidade Católica

Postgraduate Degree, Data Engineering

Florianópolis

12/2024

University of Alberta

Specialization, Software Product Management

Florianópolis

01/2023

Federal University of Santa Maria

Bachelor of Engineering, Production Engineering

Santa Maria

01/2021

WORK EXPERIENCE

Indicium

Florianópolis

Data & AI Delivery Manager

Aug 2024 - Present

Project & Delivery Management: Delivery Lead for **enterprise data and AI accounts across LATAM and EMEA**, accountable for value delivery, client experience, account growth, and renewals in the pharmaceutical sector.

- Acted as primary engagement owner for global pharmaceutical accounts including **Novo Nordisk** and **Bayer**, leading the **global expansion** of one of the company's largest accounts across LATAM and EMEA and securing multi-year contract renewals and scope expansions.
- Scaled the portfolio under management **from 10 to 30+ FTEs** and from **1,200 to ~4,000** monthly service hours at peak, currently owning **12** concurrent enterprise engagements with a sustained **CSAT of 4.7** across LATAM and EMEA accounts.
- Delivered **10+ engagements end-to-end** — legacy data migrations, modern data platforms, analytical products, and AI applications (Machine Learning, GenAI, intelligent agents, chatbots) — built on dbt, Dagster, Airflow, Snowflake, and Databricks with robust data governance frameworks.
- Served as **data strategy consultant to enterprise pharmaceutical clients**, planning and designing tailored data and AI solutions, advising executive stakeholders, and translating business needs into multi-quarter delivery roadmaps.
- Scoped and launched new **AI service offerings** — intelligent agents, ML models, GenAI, and chatbots — directly contributing to account expansion and increased client engagement.
- Designed and implemented an AI-augmented planning and execution workflow for a data migration engagement, integrating AI tools across discovery, modeling, and validation steps and **accelerating delivery by 4x**.
- Championed **team development** through mentoring, technical enablement, and career growth plans, strengthening retention and building a high-performing delivery organization.

CERTI Foundation

Florianópolis

Project Manager

July 2020 - Mar 2024

Project & Delivery Management: **Developed and executed project strategies** for energy-sector R&D and innovation engagements— including urban planning and virtual power plant initiatives — partnering with public-sector sponsors, utility companies, and research institutions.

- Owned the full project lifecycle as **primary point of contact for sponsors and partner institutions**, ensuring scope alignment, transparent reporting, and reliable delivery from kickoff to close.
- Increased **average revenue per resource by 60%** by redesigning data modeling and resource allocation across the portfolio, directly improving engagement economics.
- Delivered a **30% improvement in portfolio efficiency** by designing and rolling out two Business Intelligence solutions that gave sponsors and leadership real-time visibility into project health and outcomes.
- Acted as **Product Owner for internal data and visualization products**, translating sponsor needs into prioritized roadmaps and lifting strategic alignment by 25% through market-driven prioritization.

SKILLS

- **Technology Skills:** Project Professional, Project Online, Azure DevOps, Jira Cloud, Power BI, Tableau, SQL, NoSQL, ETL/ELT, dbt, Python, Apache Airflow, Apache Spark, Machine Learning, AWS, GCP.
- **Certifications:** Claude Architect (CCA), Analytics Engineer Certified by Indicium, IBM Data Engineering Professional Certificate, IBM Data Science Professional Certificate, IBM Data Warehouse Engineer, Certified Scrum Master.
- **Delivery & Leadership:** Engagement Ownership, Account Growth & Renewals, Executive Stakeholder Management, Strategic Consulting, Portfolio & Resource Management, P&L / Engagement Economics, Cross-Cultural Delivery (LATAM/EMEA), Hybrid Agile & Predictive Delivery, Risk & Escalation Management, Team Leadership & Mentoring.
- **Languages:** Native Portuguese, English, Spanish.