GUSTAVO RODRIGUES

Applied AI | Automation | AI Security and Governance

Brasília, Brazil • Open to São Paulo, remote, or international relocation • Available now
gustavohfr2003@gmail.com • linkedin.com/in/gustavo99rodrigues
gustavorodrigues.vercel.app • github.com/gustavogg99-ctrl

SUMMARY

I build AI solutions that are secure, tested, and auditable: the LLM decides what should change, deterministic code applies it, and automated tests decide whether it ships. I come from large-scale IT operations, where I co-led a 16-technician team supporting more than 13,000 service points for CAIXA (Brazilian federal bank), and I co-founded an AI implementation consultancy. Grounded in ISO/IEC 27001, LGPD (Brazil's data protection law), and ISO/IEC 42001; journalism background for clear technical writing.

EXPERIENCE

Freelance and independent projects Mar 2026 – Present

- Technical documentation and executive presentations for municipal digital-maturity assessments; built the projects below and my portfolio (Next.js/Vercel, with CI); earned Microsoft AB-731.

Teledata — IT service provider to CAIXA · IT Technical Supervisor Oct 2024 – Mar 2026

- Promoted from technician to supervisor of the same team in 11 months (supervisor since Oct 2025).
- Co-led, with another shift supervisor, 16 technicians responsible for infrastructure across 13,000+ service points; about 1,000 incidents per month, including critical outages escalated to telecom carriers.
- Built AI-assisted workflows (Microsoft Copilot) for documentation, reporting, and shift coordination; tracked incidents in Jira; trained new technicians on ITIL practices.

MerkurIA — AI implementation consultancy (startup) · Co-founder Jun 2023 – Jan 2026

- Built AI automations and assistants for clients, including WhatsApp customer-service bots: Make and later n8n, OpenAI API, WhatsApp API, and Supabase as the database.
- Project management and security and governance of the solutions; AI risk and feasibility assessments with attention to LGPD; trained the internal team.

PROJECTS

Autoria em Forma — thesis formatting and revision with an AI pipeline Oct 2026 · paused

- 2 jobs delivered and accepted by the clients (3 and 1 versions; 87 and 69 tracked changes; 14 and 31 comments). Paused after a demand test; formatting (Brazilian ABNT standard) and revision only, never content writing.
- Python + Claude: the LLM flags, code applies, and 4 blocking checks decide delivery; 41 regression tests guard the scripts; 14 real errors turned into rules; 111-item QA checklist.
- Pipeline hardened against prompt injection (thesis text is data, never instructions), XXE, zip bombs and macros; static site on Cloudflare Workers/D1 with hash-based CSP, rate limiting and data minimization (LGPD).

Support Agent Governance Prototype — IT ticket triage with an LLM and guardrails GitHub · in development

- Claude (via API) classifies each ticket, deterministic rules act as guardrails, and every reply needs human approval (sending is simulated). Evaluated 2 prompts × 2 models on 30 synthetic tickets: correct category in 28/30 with prompt v2 (rules alone: 9/30); with prompt v2 and the guardrail, 0 of 21 tickets that needed a person were automated; 84 tests in CI.

Corporate AI Use Policy — bilingual template v2.1 GitHub · public

- Aligned with LGPD, ISO/IEC 42001, and ISO/IEC 27001: Shadow AI controls, a 23-requirement mapping, and a vendor risk procedure with 30 questions in 8 domains.

SKILLS

Applied AI: Claude (API and connectors), OpenAI API, Microsoft Copilot, prompt engineering, agents, LLM evaluation (accuracy and cost), n8n, Make, Power Automate, Copilot Studio, AI-assisted development.

Engineering and tools: Python, regression testing, CI, Supabase, WhatsApp API, Cloudflare Workers/D1, Next.js/Vercel, SQL, Jira, Microsoft 365, ServiceNow (learning).

Security and governance: ISO/IEC 27001, LGPD, ISO/IEC 42001, NIST AI RMF, EU AI Act and COBIT (conceptual), ITIL 4, web security, prompt injection.

CERTIFICATIONS

Microsoft AI Transformation Leader (AB-731), Jul 2026 • ITIL® 4 Foundation (PeopleCert, no. GR671723801GF), Dec 2024 • ISO/IEC 27001:2022, ISO/IEC 20000, and ISO 9001 Associate (SkillFront), 2024 • In progress: Microsoft SC-900 and Scrum Master

EDUCATION

Systems Analysis and Development (Associate degree) — FACINT Expected Jul 2027
Journalism (Bachelor's degree) — IESB Expected Jul 2027
Shark in ServiceNow Bootcamp, 14th ed. (15 h) — Shark Academy (Aoop) Oct 2026

LANGUAGES

Portuguese — native • English — advanced • Spanish — intermediate