Ricardo Monteiro Barbosa

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Education

Faculdade de Informática e Administração Paulista (FIAP) — Online
MBA in AI Engineering & Multi-Agent Systems — *Sep. 2026 – Jul. 2027*

Touro University NYSCAS — Summa Cum Laude, GPA: 4.0 — New York, NY
B.S. Business Management & Information Systems/Programming — *Jan. 2025 – Aug. 2026*

Universidade de São Paulo (USP) — São Paulo, Brazil
B.E. Computer Engineering (transferred) — *Jan. 2020 – Dec. 2024*

Exchange Program at École Centrale Méditerranée (ECM) — Marseille, France
Generalist Engineering & Economics — *Aug. 2023 – Jan. 2024*

Professional Experience

LBAPS — New York, NY
Automation Specialist — *Feb. 2026 – Nov. 2026*

- Built automations, integrations, and infrastructure for a multi-state ABA therapy provider. Merged 100 intake and recruiting Zapier workflows into two CRM-integrated n8n workflows with a state-routing table. Coded lead scrapers for sales (Playwright, SerpApi). Turned job postings into weekly Brevo campaigns reaching 6,000+ candidates.
- Engineered ETL pipelines to classify, match, and audit 150,000+ documents (Dropbox, Google Drive, internal server, email; 200+ GB total) for ∼2,800 clients, with AI agents reviewing ∼173,000 emails. Designed independent multi-model LLM verification and deterministic checks that corrected or withdrew proposals and exposed recurring errors.
- Developed and maintained an end-to-end pipeline that generates medical records (MRs) for 450+ active clients. Integrated Tebra, Rethink, and two internal platforms via REST/SOAP APIs and webhooks. Deployed it with Docker on Coolify. Added automatic corrections that cut manual record edits by 98%.
- Replaced the Google Sheet for medical-record requests with a monday.com-style tracker (React, FastAPI, WebSockets). Shipped live co-editing, color-coded priorities, one-click MR generation, an auto-reply request mailbox, and finance stats. Enabled the understaffed records team to clear a ∼1,200-MR (∼540-hour) backlog.
- Mapped 340+ endpoints of the intake CRM, which has no public API. Created an MCP connector that lets staff company-wide run it through Claude, plus connectors for multiple WordPress sites and the MR tracker. Trained a resume parser that hit 98.2% work-history accuracy in blind tests vs. 92.6% for Affinda and 91.9% for Textkernel.
- Detected and contained a cybersecurity incident (unauthorized remote-access attack). Led forensics, a company-wide PC sweep, and the cleanup that resolved it. Also found a vendor platform exposing patient data (PHI) at 500+ provider organizations via a critical IDOR flaw (OWASP A01). Disclosed it responsibly, forcing an emergency fix.

Goldman Sachs — São Paulo, Brazil / New York, NY
Finance Intern, Controllers (Product Control — Regulatory Capital) — *Jul. 2022 – Jul. 2023*

- Automated the daily calculation, consolidation, and reporting of Basel III Market and Credit Risk RWA (which determine how much capital the bank must hold) and single-name limits (SNL) for compliance with the Central Bank of Brazil. Built new Excel/VBA tools. Refactored or rebuilt legacy ones from the ground up.
- Developed VBA macros pulling data from external APIs and the firm's internal APIs (authenticated via MIT Kerberos) to automate daily, monthly, and quarterly financial workflows. Increased efficiency up to 25x and eliminated all recurring team overtime (20+ hours/week). Used Python to pull other banks' Pillar 3 data for risk analysis.
- Led end-to-end automation and process optimization projects. Mapped existing workflows and identified bottlenecks. Designed, tested for accuracy, and deployed production-ready tools for counterparty credit risk (CCR) and interest rate risk (IRRBB) regulatory reporting.
- Validated exposures and capital metrics with cross-functional teams. Automated senior-management reporting in Python and Slang (in-house language). Translated technical automation into plain business terms for stakeholders.

WPP Commerce — São Paulo, Brazil
Summer Intern, Front-End & CRM — *Jan. 2020 – Mar. 2020*

- Built B2B/B2C e-commerce and customer-engagement web solutions alongside developer and CRM teams.
- Prototyped landing pages in Adobe XD. Integrated Salesforce, VTEX, and Oracle CRM into e-commerce workflows, improving data consistency and customer tracking across platforms.
- Developed onboarding platforms for new hires and customers in HTML, CSS, and JavaScript. HR adopted one, speeding up new-hire registration and document submission.

Nestin' Guests São Paulo, Brazil
Co-founder and CTO *Mar. 2016 – Dec. 2016*

- Co-founded a short-term rental management startup offering concierge services for Airbnb guests and property owners.
- Built the company's tech infrastructure: a website and cross-platform app (HTML, CSS, JavaScript; Swift for iOS). Enabled onboarding and subscription services (guest check-ins, supply restocking) for property owners. Designed the brand's visual identity in Adobe Photoshop and Illustrator (logo, icons, social-media assets).

Academic Experience

Research Project New York, NY
Disability Justice as Ontology in VR Platform Design *Sep. 2025 – Present*

- Co-authored manuscript under review at European Journal of Information Systems applying disability justice frameworks to VR accessibility, conducting literature reviews on collective access theory and Design Science Research methodologies combined with Critical Research Theory.
- Designed and executed focus group study with disability community to evaluate accessibility features in VR educational platforms, analyzing qualitative feedback to inform inclusive design principles and validate theoretical frameworks against user experience data.

Research Project New York, NY
Faculty Adoption Barriers and Facilitators for VR in Higher Education *Mar. 2025 – Present*

- Conducted systematic literature review on why faculty adopt or resist VR, examining Technology Acceptance Model (TAM), Unified Theory of Acceptance and Use of Technology (UTAUT), and Task-Technology Fit theory applications to VR integration challenges in higher education.
- Analyzed institutional barriers including faculty skepticism, infrastructure limitations, and competing AI integration demands, synthesizing findings from Information Systems journals to identify research gaps and design survey instruments for empirical data collection.

Research Project São Paulo, Brazil
COVID-19 and the Economic Impact of Voluntary Isolation *Sep. 2021 – Oct. 2022*

- Conducted research responding to an International Monetary Fund (IMF) call for studies on the relationship between COVID-19 case and death rates and voluntary isolation behavior (independent of government mandates) in Brazil, estimating fear-driven distancing through household mobility patterns and measuring its economic implications.
- Used Python and R to collect, clean, and analyze COVID-19 and Google mobility data, performing regression and econometric tests to measure the impact on demand for in-person services. Findings confirmed hypotheses and were presented at a congress.

Relevant Coursework: Financial Accounting, Derivatives, Corporate Finance, Structured Finance, Artificial Intelligence & Machine Learning Applied to Finance, Micro/Macroeconomics, Engineering Economics, Strategic Behavior & Game Theory

Skills

Languages: English – Fluent; French – Fluent (*Alliance Française C1*); Portuguese – Native

Programming Languages: VBA, Python, SQL, R/R Studio, Java, C, C++, JavaScript

Tools & Platforms: Excel, Git, LaTeX, HTML5, React, FastAPI, SQLite, Docker, WordPress, Microsoft Office Suite, Microsoft Access, Airtable, Google Workspace

Automation & Integration: RESTful/SOAP APIs, Webhooks, WebSockets, Data Pipelines, Cloud Computing (Azure, Coolify, Cloudflare Workers), Playwright, Zapier, n8n, Make

AI Engineering: multi-agent orchestration and tool calling (LangGraph, CrewAI, AutoGen, OpenAI Agents SDK), RAG and context engineering (embeddings, vector databases, guardrails), inter-operability protocols (MCP server development, A2A), agent CI/CD, eval-driven rollout and observability (LangSmith, Langfuse), LLM security and prompt-injection defense, ML model training and blind benchmarking, AI governance and FinOps

Finance, Analytics & Operations: Basel III Regulatory Capital, Market/Credit RWA, CCR, IRRBB, Regulatory Compliance, Regulatory Reporting, Financial Modeling, Regression/Econometrics, Analytics & Business Intelligence, Process Optimization, Product Management