

Ednildo Ferreira

Jales, SP - Brazil | contato@ednildo.com | ednildo.com | linkedin.com/in/ednildo-ferreira | github.com/ednildo-ferreira

PROFESSIONAL SUMMARY

Automation and AI Developer with 3+ years of hands-on experience designing scalable workflow architectures using n8n, Large Language Models (LLMs), RabbitMQ, and Docker Swarm. Specialist in WhatsApp customer service automation, API integrations, and asynchronous message broker systems. Enrolled in Systems Analysis and Development at FATEC, with a diverse professional background combining digital infoproduct development (since 2022), 5 years as an Industrial Production Manager, 4 years in industrial operations, and nearly 4 years in commercial sales.

PROFESSIONAL EXPERIENCE

Automation & AI Agent Developer | n8n Specialist

Independent / Technical Consultant | Jan 2023 – Present

- Designed and deployed conversational AI customer service agents in n8n using native AI nodes, integrating long-term context memory via Redis and security guardrails against prompt injection.
- Architected asynchronous message-driven pipelines with RabbitMQ Quorum (durable queues), guaranteeing distributed high-volume processing with zero message loss for transactional notifications and broadcasts.
- Built end-to-end integrations connecting WhatsApp APIs, Telegram Bot API, payment platforms, and self-hosted multi-channel customer service systems, operating 24/7.
- Configured and manages Linux server infrastructure using Docker Swarm and AI-assisted automation routines for deployment, monitoring, and service reliability.
- Engineered reusable modular sub-workflows, execution tracking in PostgreSQL, and automated GitHub-integrated workflow and credential backup pipelines.

Digital Entrepreneur & Infoproduct Developer

Digital Business & Educational Products | Aug 2022 – Present

- Manages the full product lifecycle of digital educational products (infoproducts), overseeing strategy, content creation, and technology stack.
- Structures automated sales funnels, copywriting for high-converting landing pages, and paid customer acquisition campaigns.
- Implements automated pipelines connecting checkout/payment platforms, instant member access provisioning, and transactional email/messaging communications.
- Leads customer support and user relations, optimizing conversion and retention rates based on user analytics and feedback.

Production Manager

Plastijal | Apr 2017 – Apr 2022

- Led operational teams and managed industrial production lines, ensuring 100% compliance with production quotas, waste reduction, and rigorous process standardization.
- Planned and coordinated preventive and corrective machinery maintenance schedules, minimizing unscheduled downtime and optimizing factory throughput.
- Implemented quality control routines and tracked key operational performance indicators (KPIs).

Industrial Machine Operator

Plastijal | Oct 2012 – Nov 2016

- Operated and calibrated precision manufacturing machinery, monitoring technical production parameters, dimensional compliance, and industrial safety standards.
- Identified operational bottlenecks and executed preventive adjustments to guarantee production continuity.

Sales & Customer Relationship Consultant

Casa Esporte | May 2008 – Feb 2012

- Conducted consultative sales, lead prospecting, and commercial negotiations, building a strong understanding of customer needs.
- Managed inventory turnover, stock audits, and post-sales customer relationship management.

FEATURED PROJECTS

AI Customer Service & Sales Agent for SPA

- WhatsApp virtual assistant featuring audio/image transcription, CRM history lookup, security guardrails, and automated sub-workflows for FAQ answering, session booking, instant gift card payment link generation, and CRM pipeline updates.

Seu Conselheiro — Continuous Emotional Companion (WhatsApp)

- Intelligent WhatsApp companion system with lead onboarding qualification, subscription state management (active vs. expired), dynamic AI daily challenge generation, and cron-scheduled retention sequences.

Biblical Assistant & AI Theological Agent (WhatsApp)

- Conversational WhatsApp AI assistant using n8n native AI nodes with Redis Chat Memory for long-term contextual continuity and moderation guardrails.

Automated Infrastructure with Docker Swarm & Linux

- Clustered container deployment and orchestration on Linux servers with Docker Swarm and AI-assisted maintenance routines ensuring continuous service uptime.

TECHNICAL SKILLS

- **Orchestration & Automation:** n8n (Sub-workflows, native AI nodes, Error Triggers, Merge Nodes, n8n API), Webhooks, RESTful APIs, Make.
- **AI & LLMs:** Large Language Models (LLMs), Redis Chat Memory, Prompt Engineering, Security Guardrails & Moderation.
- **Messaging & Queues:** RabbitMQ Quorum (Durable Queues), Redis (TTL & Caching), Asynchronous Webhooks.
- **Channels & Communication:** WhatsApp APIs, Telegram Bot API, Self-Hosted Multi-Channel Platforms.
- **DevOps & Infrastructure:** Docker, Docker Swarm, Linux (Ubuntu/Debian), VPS, SSH, GitHub, AI-Assisted Operations.
- **Databases:** PostgreSQL, Redis, Google Sheets API, Baserow, Google BigQuery
- **Digital Business:** Infoproduct Architecture, Sales Funnels, Payment Gateways & Checkout Integration.

EDUCATION

Associate Degree in Systems Analysis and Development (ADS)

FATEC Jales | *In Progress (1st Semester)* — Expected Completion: 2029

Associate Degree in Agribusiness Management

FATEC Jales | *Graduated: 2015*

CERTIFICATIONS

- **Artificial Intelligence & Sales Automation** — University of São Paulo (USP)
- **Practical Automation & n8n Training** — Promova Web

LANGUAGES

- **Portuguese:** Native
- **English:** Technical (documentation and API reading)