

ERICH ASSUNCAO

SOFTWARE ENGINEERING | HUMAN BEHAVIOUR | CROSS-CULTURAL COMMUNICATION | BUSINESS OPERATIONS

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PROFESSIONAL SUMMARY

Multidisciplinary technology and people-focused professional with a Master of Science in Computing and Information Systems (GPA: 3.97/4.00), a Bachelor of Arts in Psychology and Information Systems, and production full-stack software development experience. Combines software engineering with practical knowledge of human behaviour from counselling, more than a decade of English-Portuguese interpretation across complex service environments, and entrepreneurial experience designing a largely systematized Amazon FBA business. Skilled at understanding both systems and users, organizing complex information, improving processes, and translating needs into reliable, practical outcomes.

CORE CAPABILITIES

Software Development: C#, ASP.NET Core, REST APIs, Entity Framework Core, PostgreSQL, TypeScript, Next.js, React, Python, SQL, automated testing, GitHub, GitHub Copilot, OpenSpec

Human-Centred Practice: Psychology-informed analysis, counselling support, active listening, structured reflection, client documentation, motivation and behaviour

Communication: English-Portuguese interpretation, healthcare, legal, community, settlement, education and faith-based settings, confidentiality, cross-cultural communication

Business & Operations: Process design, workflow automation, outsourcing, contractor coordination, inventory and financial reporting, third-party logistics, remote business operations

PROFESSIONAL EXPERIENCE

Software Engineer | iQuirium | Remote, Brazil | Nov 2024 - Jul 2026 (Part-time)

- Built an AI-powered career development platform as part of a small team using C#, ASP.NET Core, REST APIs, Entity Framework Core, PostgreSQL, TypeScript, Next.js, and React.
- Designed and delivered a production user-connections and discovery capability end to end, covering domain modelling, database schema, CQRS commands and queries, REST endpoints, generated API clients, and React user interfaces.
- Modelled complex relationship rules through a domain-driven aggregate and reversible state machine, including invitation lifecycle, authorization, duplicate prevention, blocking, discovery privacy, and relationship-status logic.
- Implemented search, relevance ranking, paginated discovery, relationship-aware actions, TanStack Query state management, internationalized copy, and automated backend and frontend testing.
- Delivered the feature with privacy by design and approximately 220 tests across domain, application, infrastructure, API, and UI layers; deployed to production.
- Used GitHub Copilot and OpenSpec for AI-assisted and specification-driven implementation, debugging, refactoring, test creation, documentation, and requirements alignment.

Counsellor / Psychotherapy-Informed Practitioner | Self-Employed | Remote | Dec 2022 - Present

- Provide individual counselling and psychology-informed support in Portuguese and English through video and phone, helping clients address personal, relational, emotional, and life-direction concerns.
- Use active listening, structured reflection, psychology-informed frameworks, and selected personality or psychometric tools to support self-understanding, goal clarification, and healthier responses.
- Prepare organized client notes, summaries, and reports to support continuity, thematic understanding, and careful follow-up.
- Apply confidentiality-aware, ethically cautious practice informed by psychology education, Christian counselling values, mentorship, and ongoing professional learning.

English-Portuguese Interpreter | Self-Employed / Freelance | Remote and In-Person | Jan 2014 - Present

- Provide professional interpretation for healthcare, legal, community, settlement, education, and faith-based contexts, primarily through consecutive interpretation with additional simultaneous and liaison-style experience.
- Support accurate communication between clients and service providers while managing confidentiality, specialized terminology, emotional sensitivity, cultural differences, and time pressure; this work has built strong adaptability, perspective-taking, and neutral communication skills.
- Complete assignments for agencies and organizations including UHN, Access Alliance, MCIS Language Solutions, Exacta, and CanTalk.

E-commerce Store Owner - Amazon FBA | The Buyer's Haven | Remote, U.S. Market | Oct 2017 - Jul 2021

- Established and operated a fully remote Amazon FBA retail-arbitrage business, managing legal setup, purchasing, listings, pricing, inventory systems, outsourced workflows, logistics, and financial oversight.
- Designed an end-to-end operating process connecting online retailers, a contracted product sourcer in Brazil, a third-party FBA preparation centre, Amazon fulfilment warehouses, and marketplace software.
- Used Keepa and marketplace data to assess demand, sales history, competition, pricing patterns, and profitability; managed automated repricing to remain competitive with limited manual monitoring.

- Used InventoryLab for inventory, purchasing-cost, sales, profitability, and financial reporting; initially handled recurring data entry and later outsourced it.
- Built repeatable workflows around software, delegation, and third-party fulfilment, allowing the business to operate with limited day-to-day personal oversight.

SELECTED TECHNICAL PROJECTS

User Connections & Discovery: Production full-stack feature for iQuirium covering a complete relationship lifecycle, privacy-aware discovery, generated API integration, React UI, and approximately 220 automated tests.

FASTA Inspector: Python bioinformatics tool for parsing, classifying, inspecting, and analyzing FASTA sequence files with structured logic, documentation, and tests.

Learning Analytics & Sentiment Analysis: Python workflow using pdfplumber, pandas, NLTK/VADER, statistics, and Tableau to analyze six weeks of online discussion activity.

ATID Framework: Graduate research on gamified learning and Self-Determination Theory, proposing the Activation-Transition-Internalization-Durability framework for motivational quality and persistence.

EDUCATION

Master of Science in Computing and Information Systems | Athabasca University | Canada | 2026

GPA: 3.97/4.00 | Focus Area: Learning Technology | Master's Essay: Gamified learning, motivation, and the ATID framework

Graduate Certificate in Information Technology Management | Athabasca University | Canada | 2024

Grade: A in all courses | Organizational behaviour, operations, ethics and law, and project management for information systems

Bachelor of Arts - Psychology & Information Systems | Trent University | Canada | 2023

Grade: A | President's Honour Roll | Dean's Honour Roll in every academic year

CERTIFICATIONS & ADDITIONAL INFORMATION

Interpretation: Certificate in Language Interpretation - General, Legal and Medical (MCIS, 2014); ILSAT Portuguese-English (2014); Remote Interpretation Certificate (Access Alliance, 2022).

Languages & Citizenship: Fluent in English and Portuguese; Canadian and Brazilian dual citizen.