

# Daniel Batista Ramalho

Product Manager & Specialist · São Paulo, Brazil

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## SUMMARY

Product Manager & Specialist with 20+ years in technology - from technical support to strategic product leadership. I work at the intersection of artificial intelligence, human behavior and productivity, focused on governance, compliance (ISO 9001 and 27001) and products that give people their time back.

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## EXPERIENCE

### Strategic document platform

*Getnet · Current*

- Led the lifecycle of more than 1,300 corporate documents.
- 100% compliance with ISO 9001 and ISO 27001 standards.
- Governance, standardization and quality rituals with business areas.

### AI / no-code workshops and tools

*Independent · Current*

- Built landing pages and internal tools for professional workshops.
- Accelerated experimentation with generative AI and automations.

### AI for caregivers and parents

*Research & Product · Current*

- Exploring assistants that reduce the mental load of caregiving.
- Grounded in psychoanalysis, behavior and product design.

### Technical support -> Product strategy

*Career path · 20+ years*

- From IT operations to roadmap definition and impact-driven decisions.
- Information security, processes and team leadership.

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## EDUCATION

### Cybersecurity Management

Postgraduate · MBA · FIAP

### Psychoanalysis and Psychotherapy

Professional training · Instituto Esfera

### Anthropology

Postgraduate · Faculdade Unyleya

### Sociology

Postgraduate · Faculdade Unyleya

### Higher Education Teaching

Postgraduate · Faculdade Líbano

### Strategic Marketing

Postgraduate · MBA · Faculdade Líbano

## **Communication and Public Speaking**

Postgraduate · Faculdade Líbano

## **Political Science**

Postgraduate · Estácio

## **Philosophy**

Postgraduate · Brazcubas Educação

## **Portuguese Grammar and Text**

Postgraduate · UNINOVE

## **People Management**

Postgraduate · MBA · UNINOVE

## **Information Security**

Bachelor · Technologist · FATEC-SP

## **Computer Technician**

Technical high school · Instituto Técnico de Barueri

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## **SKILLS**

Product Management · Applied AI & agents · Governance & ISO 9001/27001 · Discovery & Delivery · Information security · No-code & automation · Leadership and people management · Communication and facilitation

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## **SELECTED CERTIFICATIONS**

- AI & Agents Product Fundamentals - Tera
  - AI for Product Management - Tera
  - Lovable for Builders / n8n for Builders - Tera
  - Project Management and Agile Methods - PMG Academy / FM2S
  - Executive courses - Harvard / LinkedIn Learning / Casa do Saber
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## **LANGUAGES**

Portuguese - Native · English - Full professional · Spanish - Basic