

# Eric Cirillo

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IMPLEMENTATION SPECIALIST · IDENTITY & FRAUD · PROFESSIONAL SERVICES

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## SUMMARY

Identity & Fraud implementation specialist with over six years in Professional Services. Started in Nubank fraud operations, moved into Professional Services at AllowMe, and currently serve as the technical reference at Serasa Experian for the most complex projects. Supported more than 100 clients across financial services, telecom, retail, and betting, managing roughly 20 projects at the same time.

I join the project after the contract is signed, learn the client scenario, run the technical kickoff, support developers through REST API and SDK integration, and follow everything through to production. I run technical meetings in English regularly, including with teams in the United States, India, and China.

In recent years I have been using generative AI to build internal tools. The most concrete result is Serasa Studio, a platform I built solo in three weeks that is now used daily by Professional Services and Sales.

## EXPERIENCE

### Serasa Experian

Jul/2024 - Present

Fraud Analyst III · Professional Services, Anti-Fraud Solutions · Remote

- Technical reference for a client portfolio throughout the full implementation cycle, from technical kickoff to production go-live.
- Implement facial biometrics, liveness, device intelligence, document forensics, OCR, and background check, among other products, combined according to each client's onboarding flow.
- Investigate bugs and unexpected behavior alongside product and engineering teams until reaching root cause; this kind of case has become a central part of my work.
- Run technical meetings in English with teams in the United States, India, and China.
- Manage roughly 20 concurrent projects, each at a different stage and with very different contexts.
- Built Serasa Studio Identity & Fraud, an internal platform that centralizes testing, demonstrations, and troubleshooting of anti-fraud products without depending on the engineering queue.

### AllowMe (acquired by Serasa Experian)

Oct/2022 - Apr/2024

Fraud Analyst II · Professional Services, Anti-Fraud Solutions

- Learned to implement Identity & Fraud solutions end to end, accompanying enterprise clients from the first technical meeting to stable operation.
- Worked directly with client developers on REST API and SDK integrations, helping debug calls and understand product behavior.
- Shortly after FaceMatch launched, identified an undocumented bug in testing, reproduced and documented it, and took it to the product team, who confirmed the issue.
- Participated in requirements gathering, onboarding flow definition, and communication between product, engineering, and the client.
- Supported the onboarding of new analysts and served as the team's technical reference for integration questions.

### Nubank

May/2019 - Jul/2021

Fraud Analyst II · Fraud Analyst I · Customer Excellence Analyst

- Financial fraud operations at scale, covering KYC, document fraud, transaction monitoring, and compliance. This is where I understood how anti-fraud operations work from the inside.
- Built dashboards and SQL queries for tracking operational indicators.
- Participated in anti-fraud tool evaluations and initiatives involving facial recognition and predictive models.

## FEATURED PROJECT

### Serasa Studio, Identity & Fraud

React · Node.js · REST APIs · SDKs · Claude Code

Internal platform for testing, demonstrations, and troubleshooting of Serasa Experian's Identity & Fraud products. Conceived, architected, and delivered solo in roughly three weeks using AI agents as a development accelerator, turning years of operational knowledge into a tool used daily by Professional Services and Sales.

- **Solves a real problem.** Before it, each specialist used a different tool and demos depended on whoever knew Postman. Studio centralizes testing, demos, troubleshooting, flows, and knowledge base in a single environment.
- **11 products integrated with real API calls.** Liveness, Facial Biometrics, FaceMatch, Device Intelligence, Document Forensics, Capture and OCR, Background Check, Fraud Score, Score Laranja, and LVS.
- **Data-driven architecture.** Each product describes its own authentication and call sequence. Adding a new product requires minimal configuration, so the platform scales without rework.
- Includes Demo mode with no credentials, Onboarding Builder that runs complete journeys and generates a PDF report, and Flow Builder for anti-fraud domain diagrams.
- Recognized by leadership as one of the most relevant initiatives presented to the internal AI Committee. Approved for corporate publication.

## SKILLS

FOCUS	Professional Services and end-to-end solution implementation · Identity & Fraud
IDENTITY & FRAUD	KYC · Facial Biometrics · Liveness · FaceMatch · Device Intelligence · Document Forensics · OCR · Background Check · Fraud Score · LVS
INTEGRATION	REST APIs and SDKs · Troubleshooting and bug investigation · Onboarding flow definition · Technical kickoff · Full lifecycle until production
MANAGEMENT	Stakeholder Management · Technical documentation and training · International communication in English · Multiple concurrent project management
TECHNOLOGY	SQL · Python · React · JavaScript · Node.js · Generative AI and coding agents (Claude Code, Cursor) · Rapid prototyping
LANGUAGES	Portuguese, native · English, fluent (international technical meetings)

## EDUCATION

<b>MBA in Business Management</b> · Universidade Cidade de São Paulo	2018 - 2020
<b>Business Administration, Academic Laureate</b> · Universidade Cidade de São Paulo	2016 - 2018

Professional Services · Implementation Specialist · Technical Consultant · Solution Consultant · Pre-Sales Engineer · Solutions Engineer · Technical Account Manager · Identity & Fraud · Fraud Prevention · KYC · Biometric Authentication · Liveness Detection · Document Verification · OCR · Device Intelligence · Background Check · Fraud Score · API Integration · REST API · SDK Integration · Troubleshooting · Customer Onboarding · Enterprise Clients · Stakeholder Management · Technical Documentation · SQL · Python · React · Node.js · Generative AI · Claude Code.