

Rafael Mendes

Payments Operations | Business Operations | Revenue Operations
Matthews, NC • Open to Remote (US)

PROFESSIONAL SUMMARY

Payments and Operations professional with extensive experience supporting end-to-end payment flows, transaction issue resolution, and customer-impacting operations within fintech, banking, and global service environments. Strong background in KPI monitoring, operational reporting, forecasting support, and cross-functional collaboration. Experienced in applying Lean Six Sigma methodologies to improve efficiency, reduce errors, and enhance payment reliability.

CORE SKILLS

Payments Operations • Transaction & Escalation Management • Customer Payment Support • Banking & Payout Processes • Revenue & Transaction Flow Analysis • Forecasting Support • KPI & SLA Tracking • Process Optimization (Lean Six Sigma) • Cross-Functional Operations • Excel (Advanced), Power BI, SQL

PROFESSIONAL EXPERIENCE

Payments & Payouts Operations Senior Manager – D24 | 2018–2022

- Supported end-to-end payments and payouts operations, ensuring accuracy, timeliness, and compliance across multiple payment methods.
- Acted as escalation point for complex transaction issues, working closely with internal teams to identify root causes and implement fixes.
- Monitored operational KPIs, SLAs, and transaction trends to support performance management and continuous improvement.
- Provided forecasting support related to transaction volumes, revenue flow, and operational capacity.
- Applied Lean Six Sigma principles to reduce manual errors and improve turnaround time.

Operations Analyst – MadeiraMadeira | 2017–2018

- Supported daily business operations with focus on service performance, issue resolution, and operational reporting.
- Tracked KPIs and assisted leadership with data-driven operational insights.

Operations Analyst – Mondelez International | 2016–2017

- Monitored operational KPIs and supported continuous improvement initiatives in a large-scale corporate environment.

Mortgage Operations Intern – HSBC Bank | 2014–2015

- Supported mortgage operations, documentation review, and compliance-related processes for new construction loans.

Operations Assistant – Cushman & Wakefield | 2013–2014

- Provided operational and administrative support, coordinated internal requests, and assisted with reporting and documentation.

EDUCATION

MBA – Financial & Audit Management (Brazil, MEC Recognized)
Bachelor of Science in Civil Engineering

CERTIFICATIONS

Revenue Operations Certification – HubSpot Academy
Lean Six Sigma – Black Belt Training

LANGUAGES

Portuguese – Native
English – Advanced (Professional Working Proficiency)
Spanish – Advanced (Professional Working Proficiency)