EXTENDED RÉSUMÉ

Includes roles held more than 10 years ago.

Nilson Roque Jr

Business Operations | E-Commerce | Technology Strategy

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Authorized to work in the U.S. and Brazil | Open to Relocation

Summary

Business operations, e-commerce, and technology leader with extensive experience helping companies build, optimize, and scale operations across the United States and Latin America. Proven track record supporting business growth through strategic planning, digital transformation, supply chain optimization, marketplace management, and technology integration.

Combines executive-level strategic thinking with hands-on operational leadership, successfully leading projects involving e-commerce, logistics, ERP implementation, business process improvement, IT infrastructure, and cross-functional team coordination. Experienced partnering directly with business owners and CEOs to improve operational efficiency, support expansion initiatives, and implement scalable business solutions.

Brings a unique combination of entrepreneurial experience, executive leadership, technology expertise, and operational management developed through consulting, startup ventures, corporate leadership, and international business projects across multiple industries. Recognized for building operations from the ground up, solving complex business challenges, and aligning technology with business objectives to drive sustainable growth.

Areas of Expertise

- Business Operations
- E-Commerce Management
- Marketplace Strategy
- Supply Chain & Logistics
- Business Development
- Digital Transformation
- Technology Leadership
- Business Process Improvement
- International Business
- ERP & Systems Integration
- Cross-Functional Team Leadership
- Strategic Planning

Professional Experience

Business Development, Strategy, IT & Logistics Consultant

EPCS Global Inc. - Houston, TX | July 2024 - Present

- Partnering directly with the CEO and executive leadership team to support the strategic planning, operational development, and international expansion of EPCS Global across North America, South America, the Middle East, and Africa.
- Develop market entry strategies and evaluate growth opportunities across multiple international markets.
- Support executive decision-making by analyzing business opportunities, operational risks, and strategic initiatives.
- Lead technology planning and business process improvement initiatives that support scalable business operations.

- Support executive planning across supply chain, manufacturing, logistics, and operational readiness.
- Evaluate and coordinate strategic partners, including accounting, legal, banking, insurance, and operational service providers.
- Prepare executive presentations, investor materials, business proposals, and organizational structures supporting corporate growth initiatives.
- Collaborate with international partners, consultants, suppliers, and stakeholders to support cross-border expansion projects.

Business Operations, E-Commerce & Technology Consultant

Remote - United States & Brazil | Jan 2021 - Present

- Advise small and mid-sized businesses on business operations, e-commerce strategy, marketplace management, and technology initiatives.
- Lead digital transformation projects involving ERP/CRM integration, process automation, and operational improvements.
- Support Amazon Marketplace, Shopify, and multi-channel commerce strategies, including operational optimization and business growth initiatives.
- Develop technology solutions that improve operational efficiency, workflow integration, and customer experience.
- Provide executive consulting in business strategy, process improvement, logistics, and digital commerce across multiple industries.

Chief Information Officer (CIO)

EM Cargo Inc / MiamiFastPack.com - Miami, FL | Jan 2020 - Dec 2020

- Led technology strategy and systems development for a logistics and cargo consolidation company serving customers across the United States and Latin America.
- Directed technology initiatives supporting logistics, warehouse operations, and international cargo consolidation.
- Led the development and integration of ERP, CRM, and marketplace solutions supporting business operations.
- Managed cloud collaboration platforms and business communication infrastructure supporting day-to-day operations.

E-Commerce & Logistics Manager

EcoNew LLC - Miami, FL | Jun 2019 - Dec 2019

- Managed e-commerce operations and logistics for a startup focused on multi-channel retail and marketplace expansion.
- Led day-to-day e-commerce operations including Marketplace Management, inventory control, ERP integration, fulfillment, and customer service.
- Expanded the company's digital presence across Amazon, Walmart, eBay, and other online marketplaces.
- Coordinated logistics and operational processes to improve order fulfillment, customer satisfaction, and overall business efficiency.

Marketplace Operations Consultant

e-Logix Business Services - Coconut Creek, FL | Jan 2013 - Jun 2019

- Provided consulting services supporting marketplace expansion, systems integration, and e-commerce operations for multiple U.S.-based businesses.
- Led Amazon and multi-channel marketplace implementation projects for clients across multiple industries.
- Developed marketplace integration strategies connecting ERP systems, online sales channels, and business operations.
- Advised clients on e-commerce operations, process optimization, and marketplace growth strategies.
- Supported digital commerce initiatives focused on operational efficiency, customer experience, and business expansion.

Co-Founder & Chief Operating Officer (COO)

Quanty Enterprises / BRmart.com - Pompano Beach, FL | Jun 2012 - May 2017

- Co-founded and led the operational development of a wholesale and e-commerce company specializing in Brazilian food products, overseeing business operations, logistics, technology, and marketplace expansion.
- Built and scaled the company's end-to-end operations, including procurement, warehousing, fulfillment, customer service, and multi-channel distribution.
- Designed and implemented operational workflows supporting inventory management, order processing, shipping, and marketplace compliance.
- Directed Amazon FBA, FBM, and Seller-Fulfilled Prime operations, including ASIN management, product compliance, bundling, expiration control, and FNSKU labeling.
- Led ERP implementation and business systems integration involving QuickBooks, Sellbrite, Solid Commerce, and Webgility.
- Managed over 1,500 active SKUs across multiple online marketplaces.
- Directed logistics operations, shipping an average of 20 pallets per week to multiple Amazon fulfillment centers.
- Led a team of 5 employees, driving operational efficiency, business growth, and continuous process improvement.

IT & Operations Manager

Villa Café America LLC - Boca Raton, FL | Jul 2014 - May 2015

- Supported the launch and operational development of an e-commerce business specializing in gourmet coffee distribution.
- Developed the company's e-commerce platform and supported marketplace expansion initiatives.
- Coordinated ERP integration, inventory management, fulfillment, and logistics operations.
- Implemented operational processes supporting business growth and customer satisfaction.

E-Commerce Manager

Zezoo Fulfillment Solutions - Coconut Creek, FL | Jun 2012 - Jan 2013

- Provided consulting and operational leadership to accelerate e-commerce growth and marketplace performance.
- Drove significant revenue growth across Amazon marketplace operations, contributing to an approximately 8-fold increase in sales.
- Delivered operational analysis and strategic recommendations supporting continued business expansion.

IT & Online Sales Manager

MAXbras.com / Resources International - Pembroke Pines, FL | Mar 2011 - Mar 2013

- Supported the launch of an online retail operation specializing in Brazilian consumer products, integrating technology, e-commerce, and business operations.
- Led the implementation of the company's e-commerce platform and online marketplace operations.
- Integrated payment solutions, inventory management, SEO, and Amazon marketplace processes supporting business growth.
- Coordinated technology initiatives aligning digital commerce with day-to-day business operations.

Earlier Professional Experience

IT & Marketing Consultant / Founder

Quanty Systems and Development Co. - United States & Brazil | 1983-2011

- Computer consulting, website development, systems support, and marketing consulting for companies in Brazil and the United States.

IT Operations Development & Online Sales Manager

Kitanda Co. / Sendex.net - Seattle, WA & Pompano Beach, FL | 1998-2011

- Developed websites supporting the sales, marketing, and distribution of Brazilian products.

- Conducted product research and purchasing; managed SEO and advertising.

Chief Executive Officer
RuaBrasil.com / EthnosCenter Corp. | 2001-2002

New Projects Manager
Grupo Benjamim Atacadista - Brazil | 1983-1995

Selected Earlier Consulting Engagements

Resources International
1991-2011

Consulting and support - Pembroke Pines, FL.

MIL FOOD Distributor
2002-2006

P&G product distribution - São Paulo, Brazil.

ADASP Wholesale and Distributor Brazilian Association
2003-2010

Website, consulting and support - São Paulo, Brazil.

Conibase Com. de Materiais para Construções Ltda
2009-2010

Consulting engagement - São Paulo, Brazil.

U.S. Combat Heroes
2005-2010

Food products and shipments to U.S. Armed Forces - Pembroke Pines, FL.

M Saad Bijuterias e Acessórios Ltda
2008-2009

Online store - São Paulo, Brazil.

Hershey’s of Brazil
2001

Support and development of sales training material.

Colgate-Palmolive of Brazil
1999

Consulting engagement - São Paulo, Brazil.

Felliccittá Cons e Rep Ltda
1997-2006

Grocery wholesale distribution; consulting and support.

Fast Carrier Inc.
1997-2005

Import/export freight; website and support - Miami, FL.

AACCO Trade
From 2002

Support and consulting - São Paulo, Brazil & Aventura, FL.

EM Cargo
From 2005

Website and support - Miami, FL.

Additional Grupo Benjamim Engagements

- Benjamim Perfumaria S/A - perfume and cosmetics wholesale distribution
- Benjamim Brinquedos e Utilidades Ltda - office supplies, toys and housewares
- Comercial Cibrasil Ltda - grocery wholesale distribution
- Benjamim Distribuidora S/A - grocery wholesale distribution
- Benjamim Armazéns Gerais S/A - distribution center
- Comercial Importadora Benjamim S/A - grocery wholesale distribution
- Benjamim Participações Ltda - group headquarters

Academic Background

B.Sc. in Marketing & Data Science (In Progress)

FAM Centro Universitário das Américas - São Paulo, Brazil | Expected Graduation: 2028

Undergraduate Studies in Computer Science

Seattle, WA (Completed approximately three years of coursework)

Undergraduate Coursework in Business Administration

Brazil (Completed approximately three years of coursework)

English as a Second Language (ESL)

ELS Language Centers / Seattle University - Seattle, WA

Professional Development

IBM Brazil (1987-1997)

Professional Training in Programming, Systems Analysis & Business Computing

Additional Professional Training

- Agile & Scrum Fundamentals
- Advanced Microsoft Excel (Macros & VBA)
- HTML5, CSS3 & Bootstrap

Technical Skills

Enterprise Systems

Microsoft 365 • SharePoint • Exchange Online

ERP & Business Platforms

QuickBooks • Sellbrite • Webgility • Solid Commerce • CRM Systems

E-Commerce Platforms

Amazon Seller Central • Vendor Central • Shopify Plus • Walmart Marketplace • eBay • BigCommerce

Cloud & Infrastructure

Azure • AWS • Windows Server

Development

HTML5 • CSS3 • JavaScript • C# • .NET

Digital Marketing

Google Ads • Google Analytics • Meta Ads • Mailchimp • SEO

Productivity

Microsoft Office • Microsoft Excel (Advanced) • Trello • Smartsheet

Creative

Adobe Photoshop • Adobe Illustrator • CorelDRAW

Languages: Portuguese - Native, English - Fluent and Spanish - Intermediate

Volunteer Medical Interpreter & Patient Support

Fred Hutchinson Cancer Research Center - Seattle, WA

- Provided Portuguese-English interpretation and patient assistance for Brazilian patients undergoing bone marrow transplant treatment.
- Supported communication between patients, families, and healthcare professionals.
- Assisted international patients during treatment and follow-up, helping improve their overall care experience.

Earlier Volunteer & Military Service

Volunteer Interpreter & Patient Support

Fred Hutchinson Cancer Research Center - Seattle, WA | Mar 1991 - Feb 1993

- Provided interpretation and patient support for Brazilian patients undergoing bone marrow transplantation.

First Sergeant

Brazilian Army | Jan 1984 - Dec 1984