Agustín Pivetta

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Experienced Software Engineer with a strong background in backend and frontend development, specializing in JavaScript, TypeScript, Golang, and scalable cloud-based architectures. Passionate about building efficient and maintainable software solutions.

Work Experience

Jan 2023 – To date **Senior Software Engineer**, *Telness Technologies*, Full-time, Remote.

- Part of the core team, contributed in a wide area of Telness Tech product to enable telecom companies to launch low-touch, consumer-centric solutions that maximize customer happiness and minimize OPEX through automation.
- Integrated Telness Tech platform for several telecommunication networks and third-party service providers, enhancing the capabilities of the platform to operate in different countries and networks.

Technologies: Golang, TypeScript, React, GraphQL, PostgreSQL, AWS

Nov 2020 – Dec 2022 **Senior Software Engineer**, *Klarna*, Full-time, Stockholm.

- Developed tools for the Customer Service department to enhance the customer experience by improving contact resolution speed, automating manual tasks, and enabling self-service solutions. These innovations streamlined operations and empowered customers with efficient and user-friendly support options.
- Worked with several Node.js services to fetch, index, and structure all of Klarna's information, making it easily available and searchable in a React front-end for customer service agents.

Technologies: Node.js, TypeScript, React, Apache Kafka, Elasticsearch, PostgreSQL, AWS

Nov 2018 – Oct 2020 **Senior Software Engineer**, *Medallia*, Full-time, City of Buenos Aires.

- Contributed on scaling and onboarding Medallia Conversations product across current and new Medallia customers
- Worked on several Node.js microservices with an emphasis on product quality, precise execution and code reviews.
- Helped to drive tech debt initiatives to make our software more robust and extensible.

Technologies: Node.js, React, Apache Kafka, PostgreSQL, Cassandra, Redis, Docker

Mar 2017 – Nov 2018 **Senior Fullstack Developer**, *Elementum*, Full-time, City of Buenos Aires.

- Served as a primary technical point of contact for product teams and other stakeholders.
- Worked with various of Elementum's web applications and Node.js microservices to deliver impressive and relevant visualizations for our customers' business use cases.

Technologies: React, AngularJS, Node.js, Socket.io, Apache Kafka, MongoDB, Elasticsearch, Redis

Jan 2016 – Mar 2017 **Fullstack Developer**, *Government of the City of Buenos Aires*, **Department of Transport**, Full-time, City of Buenos Aires.

- Worked on several of the department's projects, developing data visualizations to assist decision making.

Technologies: AngularJS, Node.js, Ionic, Leaflet, D3.js, Microsoft Azure Cloud

Sep 2014 – Dec 2015 **Fullstack Developer**, *National Congress of Argentina*, **Parliamentary Digital Services**, Full-time, City of Buenos Aires.

Technologies: AngularJS, Node.js, xQuery, eXist-db

Education

2014-2020   **Engineer's Degree – Software Engineering**, *5 year program*, CAECE University (Centro de Altos Estudios en Ciencias Exactas), Buenos Aires, Argentina.

Technical Skills

- Experienced in JavaScript/TypeScript, Node.js, and Golang
- Building complex frontends with React
- API developmemnt: RESTful, GraphQL, RPC(twirp)
- Fair understanding of CSS to deliver great looking and responsive UIs
- Experience using both SQL (PostgreSQL) and NoSQL(mongoDB, Redis, Cassandra) databases
- Use of Kafka for asynchronous communication between services
- Docker and docker-compose
- Knowledge of macOS and Linux operating systems and shell tools and scripting
- Proficient in troubleshooting and monitoring using tools like Sumo Logic, Datadog, AWS CloudWatch and Honeycomb
- Basic understanding of AWS, CI/CD tools, and Infrastructure as code tools

Language Skills

Native speaker   **Spanish**

Fluent   **English**

Intermediate   **Italian**

Basic   **Swedish**