CURRICULUM VITAE

Personal Information

Full Name	Francisco Teixeira de Barros
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Website	https://franciscokloganb.github.io/
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Nationality	Portuguese
Date of Birth	14.02.1991
Gender	Male

Professional Experience

Dates	**January 2021 – Present**
Occupation or Held Position	Software Engineer – AppConnect and Developer Experience
Main Activities and Responsibilities	Developing various backend and sometimes frontend solutions that enable submission of internal and partner applications, managing installations, licenses, and lifecycle hooks.
Employing Organization Name	Talkdesk (Porto office)
Recommendation Contacts	Joao Pedro (Software Engineer) – joao.pedro@talkdesk.com
Type of Business or Sector	Software and IT – Contact Center as a Service
Dates	**June 2019 – December 2020**
Occupation or Held Position	Graduate Research Assistant
Main Activities and Responsibilities	Responsible for creating a Python cycle-based simulator, which targets distributed storage systems. In parallel, I remained responsible for studying the applicability of Probabilistic Swarm Guidance algorithms, using Markov chains, as a foundation for better file durability in P2P-based distributed storage services.
Employing Organization Name	Institute for Systems and Robotics (ISR-Lisboa)
Recommendation Contacts	Daniel Silvestre (Lead Researcher) – danielmsilvestre@gmail.com
Type of Business or Sector	Scientific Research and Development Institute
Dates	**June 2018 – August 2018**
Occupation or Held Position	Software Engineer – Summer Intern
Main Activities and Responsibilities	Built a RESTful API responsible for providing data to a React-based dashboard. The intention was to provide meaningful information to an administrator on their teams' performance and customers' satisfaction in real-time. The project leveraged multiple Google Cloud Services to analyze voice-call transcripts flagging inappropriate behavior and sentiment of involved entities. The final

	demo is being deployed on Heroku. This demo was eventually adopted as an internal project and is to this day part of the software ecosystem. See advertised product page: here.
Employing Organization Name	Talkdesk (Lisbon Office)
Recommendation Contacts	Daniela Barros (People Team) – daniela.barros@talkdesk.com
Type of Business or Sector	Software and IT – Contact Center as a Service

Dates	**March 2013 – January 2015**
Occupation or Held Position	Deputy Chief of Operations
Main Activities and Responsibilities	As deputy chief of operations in H3, I was responsible for leading the staff during the workday, helping in product preparation to be served during business hours, and customer service plus satisfaction. I responded directly to the principal restaurant manager in achieving the coveted goals through cost control, inventory, provisioning and restocking, and efficient work schedule elaboration. During my stay, I was the youngest deputy chief of operations of the company at the time.
Employing Organization Name	H3 – New Hamburgology (café3)
Recommendation Contacts	Graciete Alves – graciete.alves@h3.com
Type of Business or Sector	Food & Beverage, Restaurants and Hospitality

ACADEMIC HISTORY

Dates	**September 2018 – January 2021**
Sought Qualification	M.Sc. in Computer Science and Engineering
Main Subjects	Forensics Cyber-Security, Software Security, Network and Computer Security, Information Systems Management, Design and Implementation of Distributed Applications, Cloud Computing and Virtualization, Mobile and Ubiquitous Computing, Highly Dependable Systems
Name and Type of Organization	IST – Instituto Superior Técnico (university)
Obtained Grade	17/20
Dissertation Grade	19/20
Dates	**September 2015 – September 2018**
Awarded Qualification	B.Sc. in Computer Science and Engineering
Main Subjects	Software Engineering, Analysis, and Synthesis of Algorithms, Programming, Operating Systems, Computer Architecture, Differential Calculus, Algebra, among others.
Name and Type of Organization	IST – Instituto Superior Técnico (university)
Obtained Grade	16/20
Dates	**September 2009 – September 2012**
Awarded Qualification	B.Sc. in Food Production in Catering
Main Subjects	HR and F&B Management, Marketing, Accounting, Health and Safety, Microbiology
Name and Type of Organization	ESHTE – Escola Superior de Hotelaria e Turismo do Estoril (polytechnic)
Obtained Grade	14/20

PERSONAL SKILLS

Social and Professional Skills	Flexible professional, with a friendly and inclusive attitude.
	Good at conflict resolution and constructive collaboration.
	A true critical thinker at heart.

Technical Skills	Experienced with the following programming languages and frameworks:
	- Python 3 (Django, currently studying FastAPI) - Ruby (Grape and Ruby on Rails) - Java and KotLin (SpringBoot) - C# (.NET and Unity) - JavaScript and TypeScript - HTML5, CSS, JavaScript and, TypeScript - jQuery, React.js, Vue.js and, Nuxt.js - Postgre and Mongo
	Academic knowledge in:
	C and C++ (Unreal Engine 4)
	Played with:
	- PHP - Go
	Experienced with tooling:
	- Docker and Docker-Compose - Git, Github, and Gitlab - Gitlab CI/CD - Jira and Confluence - Gradle, Maven, NPM plus variants, Poetry, Webpack, and Vite - IntelliJ IDEs and Visual Studio Code
	Agile methodologies:
	Scrum, Kanban
	Operating Systems:
	- Windows - macOS - Kali and Ubuntu
Artistic Skills	Photography (www.instagram.com/clay.memoirs) and image editing.
Languages	Fluent in Portuguese and English (no-certificate) written and spoken.