Diego Santos

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Summary

Data-driven software professional with expertise in creating products and optimizing data processes in an agile environment. Passionate about innovation, continuous learning, and leveraging technology to enhance efficiency.

Work experience with projects, products, data engineering, data architecture and infrastructure/devops:

- Work experience in creating data pipelines from scratch (Streaming/Batch)
- Work experience in building recommendations systems from scratch
- Work experience in Data visualization (ggplot, Metabase, Tableau, Databricks SQL, Data Studio)
- Work experience in data analysis
- Work experience building ETL workflows
- Work experience creating data lakes in the cloud (AWS, Databricks)
- Work experience with both relational (Postgres, MySQL) and non relational (MongoDB) databases
- Work experience deploying applications in the cloud (AWS, Heroku)
- Work experience creating cloud infrastructures (EKS, EC2, VPC)
- Work experience deploying open source stacks in Kubernetes environment (Kafka, Airflow, Helm)
- Work experience monitoring data pipelines (Grafana, Prometheus, Loki)
- Work experience leading people
- Work experience in agile and dynamic environment
- Work experience in deploying machine learning models from scratch and using frameworks such as Rasa/ChatGPT (NLP)
- Work experience in product discovery
- Work experience enhancing NLP model accuracy (Rasa, Prodigy)
- Solid knowledge in programming
- Bachelor degree in Computer Science field and Postgraduate degree in Data Science

Experience

Senior Data Engineer
PicPay

Dec 2023 - Present (7 months)
- Part of PicMarket team focused on producing data products for the biggest meat industry in the world (JBS).
- Picmarket is a project that involves delivering data models to be used in MLOps processes in order to deliver sales recommendations for the sales team to improve both sales and operational efficiency
- Responsible for guiding teammates on their challenges
- Responsible for delivering on-premise environment inside JBS infrastructure in order to migrate AWS/Databricks resources (Airflow, Spark)

Data Engineer, Lead Data Engineer
Anota AI

Jan 2022 - Aug 2023 (1 year 8 months)
- Responsible for building a recommendation system to target restaurant consumers, which increased website traffic by 300% and restaurant orders by 30%;
- Responsible for the creation and maintenance of the data platform;
- Responsible for constructing a self-service BI (Business Intelligence) that resulted in a gain of 2 days per week in operational efficiency;
- Led training programs to empower internal employees to use the self-service platform;
- Led 4 direct employees, providing career development opportunities through challenges, feedback, and IDPs (Individual Development Plans);
- Monitoring data traffic using tools such as Grafana, Prometheus, and Loki;
- Build reports & cohorts of business, product and customer performance;

Technologies: Python, SQL, Kubernetes, Docker, Airflow, MongoDB, Kafka, Databricks, Metabase, AWS Kinesis, S3, VPC, IAM, Glue, EC2, DMS, API Gateway, NodeJS, Bash script, Redis, Spark, Grafana, Prometheus, Loki

Software Engineer, Tech Lead
Anota AI

Jan 2020 - Dec 2021 (2 years)
- Responsible for the creation of a cart recovery product, achieving a 10% recovery in sales for the participant restaurants;
- Responsible for implementing the first internal infrastructure using Kubernetes in EKS (Amazon Elastic Kubernetes Service);
- Under my management, we developed the best chatbot for delivery service in Brazil;
- Responsible for establishing discovery processes;
- Responsible for creating a team focused on UX (User Experience) Research processes.
- Machine learning training and production deployment;
- Build reports and presentations to stakeholders;

Technologies: AWS EC2, EBS, VPC, IAM, Lambda, RDS, S3, EKS, Kubernetes, Docker, NodeJS, Javascript, Redis, MongoDB, Python

Intern
Anota AI

Mar 2019 - Jan 2020 (11 months)
- Develop new features for backend using Nodejs and Mongodb
- Develop first containerized applications;
- Started unit testing for NLP chatbot CI;

Intern
hotelflow

May 2018 - Nov 2018 (7 months)
- Develop front-end web apps with React;
- Support customers;

Education

Insper Instituto de Ensino e Pesquisa
Postgraduate Degree, Data Science and Decision
Mar 2021 - Oct 2022

Universidade Federal do Rio Grande - FURG
Sistemas de Informação, Ciências da Computação e Informática
2015 - 2019
Information Systems Student

The University of Akron
Innovative Project Management and Business English
2019 - 2019
- Making Better Team Decisions
- When Design meets Project Management
- Turning the Creative Spark into a Flame
- GoodYear Headquarters Studies
- Managing People in Project Teams
- Harnessing Innovation and Uncertainty
- Lean Discovery
- People-Centered Problem-Solving
- Leadership and Group Activities with US Army

Company Visits
- Goodyear Global Headquarters
- Nottingham Spirk

Skills

Problem Solving • Python (Programming Language) • Amazon Web Services (AWS) • SQL • Data Lakes • Data Products • Databases • Extract, Transform, Load (ETL) • Airflow • Apache Kafka