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Top Skills

Engenharia de dados
Gestão de pessoas
Arquitetura de soluções

Languages

Inglês (Professional Working)
Português (Native or Bilingual)

Certifications

How to Expose Your Ideas in the Workplace
How to Present Technical Information with Storytelling

João Marcus Santos

Software Engineering Leader | Manager | Senior Manager
Belo Horizonte, Minas Gerais, Brazil

Summary

I work to form, develop, and maintain a top-performance engineering team with a light and happy environment for job development.

Principal qualifications:

- BS Degree in Information Technology.
- Postgraduate degree in Business Management.
- 12 years of software development experience, considering a large experience with product and business.
- 6 years of experience managing a team of software engineers within a distributed systems environment.
- Experience in Agile/Scrum/Kanban enterprise-scale software development.
- Strong verbal and written communication skills.
- Work experience delivering products in a startup environment with exponential growth.
- Experience with hiring engineering talent.

Experience

Avenue

Software Engineering Team Leader
November 2023 - May 2024 (7 months)
Belo Horizonte, Minas Gerais, Brasil

Engineering Team Lead, responsible for the evolution and maintenance of digital products in Avenue.

The squad has front, mobile, and back-end engineers and answers for Security and Sites squads. My team worked with distributed systems environments with hyperscale capabilities.

Was considered in my work day:

- hiring, developing, and maintaining the team;

- collaborate with the architectural solutions;
- increase the technological roadmap;
- foment and validate the product roadmap;
- create a delivery planning and take care of deadlines;

Some partners that we work with:

- Go;
- Flutter;
- React;
- GCP;
- JIRA;
- Twilio;
- Github.

Escola Mais

Senior Software Engineering Manager

June 2022 - September 2023 (1 year 4 months)

Engineering head, responsible for the evolution and maintenance of digital products in Escola Mais.

The engineering team has front-end and back-end engineers and takes care of Enrollment, Class Diary, Frequency Control, and all of the technical environment of the company. My team works with distributed systems environments with hyper-scale capabilities.

Is included in my work day:

- hiring, developing, and maintaining the team;
- collaborate with the architectural solutions;
- increase the technical roadmap;
- create a delivery planning and take care of deadlines;
- manage budget of people, software licenses, and infra-structure.

Some partners and technologies that we work with:

- Google Cloud Platform (GCP);
- JIRA;
- Hubspot;
- Github;

- React;
- Python.

Olist

Software Engineering Manager

June 2021 - May 2022 (1 year)

Belo Horizonte, Minas Gerais, Brasil

CRM Tribe head, responsible for the evolution and maintenance of Customer Care products in Olist.

The engineering team had front-end and back-end engineers and took care of CRM, WhatsApp Business, Chat, SMS, Mobile, and all of the technical environment of customer care channels. My team worked with a distributed systems environment with hyper-scale capabilities.

Was included in my work day:

- hiring, developing, and maintaining the team;
- collaborate with the architectural solutions;
- increase the technical roadmap;
- foment and validate the product roadmap;
- create a delivery planning and take care of deadlines;
- manage budget of people, software licenses, and infra-structure.

Some partners that we worked with:

- AWS;
- JIRA;
- Zendesk;
- Gainsight;

Inter

3 years 8 months

Software Engineering Manager

February 2020 - June 2021 (1 year 5 months)

Belo Horizonte, Minas Gerais, Brasil

Tribe Customer Care engineering head, responsible for the evolution and maintenance of digital products in Inter.

The engineering team had analysts, specialists, and back-end engineers and answered for WhatsApp Business, Chat, SMS, Chatbot, Voicebot, Customer Experience, Customer Success, Ombudsman, Digital Sales, Social Media, and all of the technical environments of customer care channels. My team worked with distributed systems environment with hyper-scale capabilities.

Was considered in my work day:

- hiring, developing, and maintaining the team;
- collaborate with the architectural solutions;
- increase the technical roadmap;
- foment and validate the product roadmap;
- create a delivery planning and take care of deadlines;
- manage budget of people, software licenses, and infrastructure;

Some partners that we worked with:

- AWS;
- New Relic;
- JIRA;
- Genesys Cloud (Architect, Caller, WFM, Survey Dynamix, etc.);
- Track.io;
- Salesforce;
- Microsoft CRM Dynamics;
- WhatsApp Business;
- IBM Watson.

Software Engineering Team Lead

February 2019 - February 2020 (1 year 1 month)

Belo Horizonte

CRM engineering Tech Lead, responsible for the evolution and maintenance of digital products in Inter.

The squad had analysts and back-end engineers and answered for CRM, Chat, Chatbot, Customer Experience, Customer Success, Ombudsman, Digital Sales, Social Media, and all of the technical environments of customer care channels. My team worked with distributed systems environments with hyperscale capabilities.

Was considered in my work day:

- hiring, developing, and maintaining the team;
- collaborate with the architectural solutions;
- increase the technological roadmap;
- foment and validate the product roadmap;
- create a delivery planning and take care of deadlines;

Some partners that we worked with:

- AWS;
- New Relic;
- JIRA;
- Virtual Systems;
- Track.io;
- Microsoft CRM Dynamics;
- IBM Watson;
- Direct Talk/Hi Platform;
- Intercom.

Senior Software Analyst

November 2017 - February 2019 (1 year 4 months)

Belo Horizonte, Minas Gerais

Software analyst, responsible for the evolution and maintenance of digital products in Inter.

The squad answered for IVR, CRM, Chat, Customer Experience, Customer Success, Ombudsman, Digital Sales, Social Media, and all of the technical environment of customer care channels.

Was considered in my work day:

- collaborate with the architectural solutions;
- help to increase the technical roadmap;
- foment the product roadmap;
- understand and write requirements of software to engineers;
- provide forms of prioritized projects with efficiency.

Some partners that we worked with:

- AWS;
- JIRA;
- Virtual Systems;

- Microsoft CRM Dynamics;
- Direct Talk/Hi Platform;
- Intercom.

Mercantil do Brasil

Project Management Supervisor

June 2007 - October 2017 (10 years 5 months)

Belo Horizonte

Projects Supervisor, responsible for the evolution and maintenance of products in

Mercantil.

The team had analysts and answered for Mobile, Internet Banking, SMS, Contact Center, self-service terminals, and E-mail Service.

Was considered in my work day:

- hiring, developing, and maintaining the team;
- provide growth strategy for digital channels;
- create, foment, and prioritize the product roadmap;
- create a delivery planning with the engineering team and take care of deadlines.

Telemig Celular S/A

Software Analyst

October 2006 - June 2007 (9 months)

Belo Horizonte

Software analyst, responsible for the evolution and maintenance of digital products in Telemig Celular (Vivo actually). I was responsible for IVR.

Was considered in my work day:

- collaborate with the architectural solutions;
- understand and write requirements of software to engineers;
- foment the product roadmap.

Education

Universidade Federal de Minas Gerais

Postgraduate Degree, Business Administration and Management,
General · (2014 - 2015)

PUC Minas

Bachelor's degree, Information Technology · (February 2003 - June 2007)