Juan Mateo Bigoritto

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PROFESSIONAL SUMMARY

Backend Software Engineer with 2+ years of experience at Mercado Libre (NASDAQ: MELI), Latin America's largest e-commerce and fintech ecosystem. Specialized in designing high-performance, scalable microservices using **Golang**. Proven expertise in AI integration, cost reduction through vendor replacement, and handling complex, high-concurrency distributed systems.

EDUCATION

Full Stack Web Developer Graduate   **2023**
MINDHUB   Remote

Coursework in Software Engineering   **2021- 2022**
UNIVERSIDAD NACIONAL DEL LITORAL   Santa Fe, Argentina

Professional Music Training (Harp)   **2010- 2020**
LICEO MUNICIPAL ANTONIO FUENTES DEL ARCO   Santa Fe, Argentina

WORK EXPERIENCE

Backend Software Engineer (Golang)   **Aug 2023 – Present**
MERCADO LIBRE   Remote, Brazil

- **AI & Cost Optimization (Current Role):** Developed Mercado Libre's automated Help Bot system, designing **Model Context Protocols (MCPs)** and fine-tuning prompts for multi-agent architectures.
  - **Partnered closely with Product and XM (Customer Experience Management) teams** to define bot flows and optimize prompts, leading to higher deflection and better user experience.
  - Successfully increased query deflection rates, directly resulting in significant **operational cost savings** by minimizing dependency on human support agents.
- **Social Media Architecture & Vendor Replacement:** Architected and implemented (from day 0) the in-house integration of **X (Twitter) and Meta APIs**, enabling real-time DM ingestion and routing to the internal CRM.
  - **Collaborated with the Product team** to design and validate the technical solution, ensuring the new architecture met all business requirements and future scalability needs.
  - **Reduced infrastructure costs significantly** by leading the migration away from the third-party vendor Qualtrics, replacing it with a custom-built, scalable internal solution.
- **Omnichannel CRM Integration:** Contributed to the technical planning and solution exploration for a massive omnichannel initiative, unifying diverse communication channels (Email, Phone, WhatsApp, Chat) into a single CRM interface.
  - Coordinated efforts across **multiple engineering teams** to define system architecture, ensure interoperability, and implement core contact APIs.

TECHNICAL SKILLS

Programming Languages | Golang, Python, JavaScript/Node.js, SQL.
Backend & Architecture | Microservices, Distributed Systems, Concurrency, RESTful APIs, gRPC, Event-Driven Architecture, Clean Architecture.
AI & LLM Engineering | Prompt Engineering, AI Agents, Model Context Protocols (MCPs), LLM API Integration.
Infrastructure & Tools | Docker, AWS, CI/CD Pipelines, Git, Datadog, NewRelic, Jira.
Human Languages | Spanish (Native), English (Advanced/Professional), Portuguese (Intermediate).