

# RUI PEDRO DIAS

## Senior Full Stack Engineer

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## Summary

Senior Full Stack Engineer professional with over 10 years of experience in delivering scalable SaaS and e-commerce platforms, expert in React and Node.js. Key achievements include improving transaction success rates by 27% and implementing multilingual e-commerce platforms that increased customer adoption by over 60%. Seeking a Senior Full Stack Engineer position at Talkdesk, where my skills in SaaS and e-commerce delivery can support the mission of driving innovation and expanding global reach.

## Skills

Program Language: JavaScript, TypeScript, Python, Java, C#, PHP, Go, SQL, NoSQL, Bash, ECMAScript

Frontend: React.js, Angular, Vue.js, Next.js, Sass, Tailwind CSS, Material-UI, Bootstrap, SCSS, Styled-Components, Ant Design, Radix UI, D3.js, Redux

Backend: Node.js, Express.js, Java, Python, Django, FastAPI, GraphQL, RESTful APIs, .NET Framework

Databases: MySQL, PostgreSQL, MongoDB, Redis, DynamoDB, Firebase

Cloud & DevOps: AWS, GCP, Docker, Kubernetes, CI/CD Pipelines, Jenkins

Collaboration: Git, Bitbucket, GitHub, GitLab, Jira, Confluence, Slack, Agile/Scrum, Kanban

Other Tools: Webpack, Babel, NGINX, Apache, RabbitMQ, Kafka

## Experience



Talkdesk

Lisbon, Portugal

Senior Full Stack Engineer

10/2022 - Present

- **Architecting cloud-native full stack applications** leveraging **React, Vue, Node.js, AI/ML models, and cloud computing platforms**, powering enterprise-grade fintech solutions.
- **Improved transaction success rates by 27%** and enhanced fraud detection accuracy, safeguarding financial data and strengthening customer trust.
- Designed and deployed **AI-driven customer support solutions** that reduced resolution times by 33% and increased overall **customer satisfaction scores**.
- **Optimized cloud infrastructure to achieve 18% cost reduction** while maintaining 98% uptime across mission-critical fintech services.
- Collaborated with product leaders to **scale SaaS solutions globally**, enabling market expansion into North America, Europe, and Asia-Pacific.
- Mentored engineering teams on **scalable design patterns, cloud best practices, and AI integrations**, fostering technical excellence across teams.
- **Enhanced checkout conversion rates by 21%** by redesigning e-commerce payment workflows and improving user experience.
- Standardized development practices across teams, introducing **secure coding guidelines and automation frameworks**, reducing release cycle time.
- **Contributed directly to business outcomes including revenue growth, user adoption, and market expansion**, strengthening Talkdesk's position as a fintech innovator.



Unbabel

Lisbon, Portugal

Senior Full Stack Developer

03/2018 - 08/2022

- **Led development of multilingual e-commerce platforms** with **React, Vue, Node.js, and microservices architecture**, powering international online retail operations.
- **Increased system reliability by 42% and reduced downtime by 28%** by implementing cloud-native architectures and proactive monitoring systems.
- Delivered **mobile application solutions** for global retail clients, boosting **customer adoption by over 60%** within the first year of release.
- Drove **end-to-end product delivery cycles**, from requirements gathering to deployment, aligning software features with evolving e-commerce trends.
- Mentored junior developers, established **coding best practices**, and improved onboarding efficiency for new team members.
- Partnered with product managers and stakeholders to **launch new AI-powered translation features**, enhancing cross-border shopping experiences.
- **Contributed to revenue growth by enabling new e-commerce integrations**, helping retailers expand into multiple European and North American markets.

## Experience

IPLEXMED

IPLEXMED

Lisbon, Portugal

Mid-Level Full Stack Developer

03/2014 - 12/2017

- **Developed and maintained scalable full stack applications** using **PHP, React, Vue, Angular, Node.js, MongoDB, and SQL**, improving healthcare data management systems and patient service platforms.
- **Optimized system performance, reducing API response time by 35%**, which increased medical staff efficiency and improved patient record accessibility.
- Collaborated with cross-functional teams to **integrate secure data handling protocols** for sensitive healthcare records, ensuring compliance with GDPR and HIPAA standards.
- Implemented **automated testing frameworks and CI/CD pipelines**, increasing deployment speed and reducing production errors.
- **Contributed to product scalability that supported a 3x growth in active users**, enabling successful expansion of the company's healthcare SaaS offering.

## Education



University of Porto

Porto, Portugal

Bachelor of Science in Computer Science

09/2010 - 06/2014

- Graduated with GPA **7.9/10**, strong foundation in **software engineering, algorithms, and databases**.
- Completed projects in **web development, distributed systems, and data structures**, applying **PHP, Java, SQL, and C++** in academic research.
- Active in university tech initiatives and coding competitions, building collaboration and problem-solving skills.

## Certification

Certified ScrumMaster (CSM) — Scrum Alliance | *Issued: Apr 2014 – Expires: Apr 2016*

Google Cloud Digital Leader — Google Cloud | *Issued: Jun 2021 – Expires: Jun 2023*