

# Anderson Konzen

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## Professional Experience

HEWLETT-PACKARD | PORTO ALEGRE, RS, BRAZIL

2010-2012 Software Engineer

Design and development of embedded software solution for a new family of Laserjet enterprise products - network scanners, single and multi function printers.

- Developed, maintained and tested code for the UI layer (control panel), including new features, customer escalation and bug fixing.
- Development with .NET technologies (C#, .NET 3.5 and Compact Framework); HTML5 and WebServices.
- Program/project with large-scale agile development principles: scrum meetings, continuous integration, automated tests (unit and system).
- Rigorous version control using git - one codebase for all products.
- High interaction with multidisciplinary teams - Human Factors Engineers and System Engineers - to define and plan new features.
- Due to the geographical distribution of the teams, worked with colleagues from the U.S. and India on a daily basis.

ACTIA DO BRASIL | PORTO ALEGRE, RS, BRAZIL

2007-2010 Technical Leader

- Planned, developed and tested a new web-based automotive diagnostic system for Fiat do Brazil. Server side was developed with Java/JBoss/Oracle DB (OS agnostic) and client-side with C++/wxWidgets (Windows).
- Interacted with teams of other subsidiaries, located in France and Germany, for development and integration of systems.

### *Achievements*

Delivered a new web-based automotive diagnostic system for Fiat do Brasil, improving quality of service, rate of resolved tickets and customer satisfaction. More

than 400 official Fiat dealers in Brazil use the new system, which became a reference inside the Fiat Group. The same system also became a reference for the Actia Group, being forked and used in other projects of the group.

#### 2005-2007 Software Engineer

- Developed, debugged, tested and maintained automotive diagnostic systems (EDI NG for Fiat do Brazil and Actia Multi-Diag) using mainly C/C++/XML programming.
- Maintained and bug fixed firmware for VCI (vehicle communication interface). Large usage of C and automotive communication protocols.
- Developed, debugged and maintained a digital video capture system for automotive surveillance using C and embedded Linux (hardware) and Borland C++/Microsoft DirectX (media player).
- Experience with automotive communication protocols (CAN, Keyword Protocol 2000, ISO 9141).

W3HAUS | PORTO ALEGRE, RS, BRAZIL

#### 2003-2005 Web Developer

Development of websites and intranet systems mainly using PHP/ASP/C# and PostgreSQL/SQLServer.

## Education

- 2010-... MSc in Electrical Engineering at Pontificia Universidade Católica do Rio Grande do Sul - PUCRS, Porto Alegre, RS, Brazil  
*Currently blocked.*
- 2006-2007 MBA in Business Administration at Fundação Getúlio Vargas - FGV, Porto Alegre, RS, Brazil
- 1999-2003 B.ENG in Computer Engineering at Universidade Federal do Rio Grande do Sul - UFRGS, Porto Alegre, RS, Brazil

## Languages

- Portuguese (Native language)
- English (Professional working proficiency)
- French (Elementary proficiency)

## References

Available upon request.

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<https://github.com/anderkonzen/cvtex>