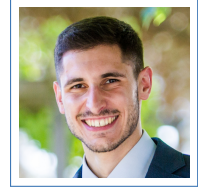# Andy Gonçalves

*Associate Engineering Manager*

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in *andygoncalves*
❂ *seekandystroy*

## General

| | |
|---|---|
| Traits | An enthusiastic and straightforward team player, I love to learn and hear about different points of view. A true believer in honest feedback and nurturing relationships. |
| Interests | Leadership and management. Agile. Distributed systems and cloud computing. |
| Experience | Architecture and implementation of the backend of cloud applications. Team leading. Implementation of all the stack levels of web applications. Some experience in functional analysis and design of web and mobile applications. Master thesis in cloud computing. |
| Life | Biker, keyboard enthusiast, thai/kick boxer. |

## Professional Experience

| | |
|---|---|
| 2020–now | **Talkdesk**, *(recent)*, Associate Engineering Manager, Cloud-based call center solution. |
| | Managing one of the core teams of the product. |
| | People management and delivery. |
| 2016–2020 | **Talkdesk**, *(4 years)*, Software Engineer, Cloud-based call center solution. |
| | Developing, scrum mastering, and team leading. |
| | Designing and developing the new core systems of the product, responsible for routing calls and other interactions. Maintaining the legacy call routing systems. |
| 2013–2016 | **Safira/KPMG**, *(2 years, 5 months)*, Software Developer, IT for financial services. |
| | Full stack development of web applications, mobile web applications, and middlewares, for banks and insurance companies, using IBM technologies. |

## Education

| | |
|---|---|
| 2011–2013 | **Masters in Computer Science Engineering**, *Nova University*, Lisbon, *17/20*. |
| | 2 years MSc (Eng), focus on distributed systems. Thesis in cloud computing, grade of *18/20*. |
| 2012 | **Teaching assistant**, *Nova University*, Lisbon, Introduction to Computers and Programming. |
| 2008–2011 | **Diploma in Computer Science Engineering**, *Nova University*, Lisbon, *15/20*. |
| | 3 years BSc (Eng). |

## Technical Skills

| | |
|---|---|
| General | OO/functional programming, TDD, SOA and Microservices, event-driven architectures |
| Languages | Ruby, Elixir (main ones). Java, Javascript, HTML5 |
| DBs | MongoDB, PostgreSQL, SQL Server |
| Tools | Git, SVN, Unix/Linux usage, LaTeX |
| Misc. | Docker, Twilio, Heroku, IBM BPM, IIB/WMB |

*Last updated: 2020-03-10*