Andy Gonçalves

Engineering Manager

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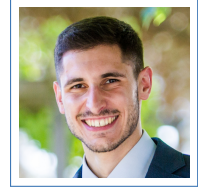
General

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 web development. Master thesis in cloud computing.
Life	Biker, gamer, thai/kick boxer, keyboard enthusiast.

Professional Experience

2020–now	**Talkdesk**, *(2 months)*, Engineering Manager, Contact Center as a Service.
2020	**Talkdesk**, *(5 months)*, Associate Engineering Manager, Contact Center as a Service.
	Managing two of the core teams of the product.
	People management and delivery.
2016–2020	**Talkdesk**, *(4 years)*, Software Engineer, Contact Center as a Service.
	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, Docker, Unix/Linux usage, LaTeX

Last updated: 2020-09-18