

Contact

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Top Skills

Nodejs
Next.js
Typescript

Languages

English (Professional Working)
Português (Native or Bilingual)

Certifications

React e Typescript
Devops Essentials
Certified Twilio Comms Sales
Linux Fundamentos
A nova geração em Pentest
Profissional

Carlos Severo

Twilio Champion | ReactJS | NextJS | NodeJS | NestJS | React Native - Developer at Meu Tudo
Boituva, São Paulo, Brazil

Summary

Graduated in 2017 from IFSP - Campus Boituva, with a technical degree in Computer Networks, and in 2020 from the Faculdade de Tecnologia de Tatuí with a degree in Information Technology Management.

I have over three years of experience working with Twilio services, conducting complex implementations for large clients. My experience includes full environment configuration, from messaging and call solutions to customizing the agent experience, promoting significant improvements in efficiency and employee satisfaction.

I have extensive experience with various Twilio solutions, including Flex, TaskRouter, Studio, Conversations, Frontline, Serverless, Sync, Event Streams, Voice Intelligence, Messaging, and AI Assistants.

In development, I work on both the frontend and backend. For frontend, I use React and Next.js frameworks, with knowledge of Styled Components and Tailwind. For backend, I work with Node.js and NestJS, using ORMs like TypeORM and Prisma, as well as databases such as PostgreSQL, MongoDB, and MySQL.

I am recognized for my ability to work in a team, effective communication, constant desire to learn, and willingness to share knowledge.

Experience

meutudo.
Twilio Developer
August 2024 - Present (6 months)

Currently, I am part of a team responsible for managing and enhancing all communication within the company using Twilio services. Our main focus is to develop and optimize customer service flows, encompassing both active and inbound messaging, as well as managing the service through Twilio Flex. Together, we implement new features to improve agent performance and service efficiency, continually striving to enhance the customer experience in inbound interactions. We are also integrating Artificial Intelligence to elevate the quality of the service provided.

- Collaborate in managing the company's active and inbound communication through Twilio services.
- Work as a team to customize and optimize Twilio Flex, increasing agent productivity.
- Develop new features and flows to enhance efficiency and customer experience.
- Integrate Artificial Intelligence to personalize and improve the quality of customer service.
- Participate in optimizing service and communication processes, ensuring more agile and effective support.

Casa

Developer

January 2020 - Present (5 years 1 month)

Boituva, Sao Paulo, Brazil

Since the beginning of my studies, I have dedicated myself to developing and enhancing my skills as a developer, exploring a wide variety of technologies and tools. My journey includes intensive practice in frontend and backend development, the use of modern frameworks, integration with databases, and mastery of services like Twilio, among others.

- Developing skills in programming and using frameworks for both frontend and backend.
- Exploring relational and non-relational databases, focusing on performance and efficiency.
- In-depth study of Twilio services, including automation, routing, and flow customization.
- Continuous learning of tools and technologies aimed at process optimization and automation.

Building personal projects to apply the knowledge acquired in practice.

Slideworks

Full Stack Developer

May 2023 - August 2024 (1 year 4 months)

I have worked on frontend, backend, and mobile projects, being responsible for developing new features, optimizing performance, and creating solutions from scratch. My experience included developing automation pipelines for deployment, ensuring agility and efficiency in application delivery.

- Develop new features for existing projects.
- Refactor existing projects, focusing on performance and optimization.
- Create new projects from scratch, from conception to implementation.
- Build automation pipelines for application deployment.

Athan.br

Twilio Developer

April 2021 - May 2023 (2 years 2 months)

I worked as a developer focused on Twilio services, responsible for creating, customizing, and integrating solutions that met the specific needs of clients. My work included developing complex automation and routing flows, integrating APIs, and customizing features, always aiming to optimize processes and enhance user experience.

- Programming focused on Twilio services for creating, customizing, and integrating client requirements.
- Development of complex Chatbot and IVR flows using Twilio Studio.
- Implementation of advanced routing with Twilio TaskRouter.
- Customization of Twilio Frontline to create a personalized workflow for serving customers.
- Use of various Twilio APIs and CLI to create scripts and automate tasks.
- Customization of Twilio Flex, including the creation and updating of screens and functionalities on the platform.
- Development of functions with Twilio Serverless to execute actions and integrate with external systems.
- Utilization of Twilio APIs for triggering bulk messages and calls.

Brconecta

Suporte Técnico

April 2018 - March 2021 (3 years)

Boituva, Sao Paulo, Brazil

I was responsible for assisting clients with complex network and internet issues, ensuring effective and personalized service. My experience allowed me not only to resolve technical issues but also to actively collaborate with colleagues on challenging cases, elevating the overall support quality provided by the team.

- Resolving local network and internet issues, including wireless network configuration and equipment adjustments.
- Providing client support and guidance in configuring equipment and networks to ensure a stable and reliable experience.
- Assisting internal teams with complex cases, serving as a technical reference for more challenging situations.
- Proactively sharing technical knowledge and solutions with colleagues, contributing to team growth.

Education

Faculdade de Tecnologia de São Paulo

Tecnólogo, Gestão da Tecnologia da Informação · (2018 - 2020)

Instituto Federal de Educação, Ciência e Tecnologia de Boituva - IFSP

Técnico, Redes de computadores · (2015 - 2017)