

# JOSE DUARTE E SILVA

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## PROFILE

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Senior manager with 14 years of experience, focused on creating business solutions (e-commerce, retail, banking and fintech) for international organizations, with strong ability to deal with complex environments, strategic challenges and manage all level stakeholders. I am centered on people, and strongly believe that investing in Engineering Culture results in high performance teams, enabling the business growth by delivering better and faster.

## PROFESSIONAL EXPERIENCE

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### **FARFETCH**

*Head of Engineering*

*since February 2023*

- Creating and leading Marketplace Services domain (2 clusters with 6 multi-disciplinar teams, including Principals, Eng. Leads and Managers) - leveraging Farfetch Platform with Domain Driven design for Marketplace native consumers (Android, iOS and Web)
- Stakeholders management and business alignment driver - pivoting Operations and Engineering (Architecture, Product, Infra, Data & MLE, etc)
- Portofolio and dependencies manager, Capacity planner
- Stakeholder and contributor to the Farfetch Purchase (Promotions & Checkout), Fintech (Fraud, Payments & Refunds) and Discovery & Navigation (Search, Catalog and Recommendations) vision

*Senior Engineering Manager*

*May 2018 - February 2023*

- Responsible for several Consumer Products Web clusters (Personalization & Inspiration, Discovery & Navigation), often with more than one (+70 team elements)
- Leading Farfetch Platform's Loyalty and FinTech clusters (Benefits, Segments, Promotions, Payments & Refunds)
- Owner of the areas roadmap and software life-cycle (including incident management), Engineering Culture developer and Quality promoter

### **BIT - SONAE**

*Area Manager Digital Coordinator*

*February 2017 - May 2018*

- Leading multidisciplinary teams on the delivery of e-commerce applications
- Agile driver, implementing SCRUM, Continuous Integration & Delivery
- Manage key stakeholders for different programs and initiatives (Order and Warehouse management system for online orders, design and delivery of Worten's Marketplace)
- Responsible for the business and tech roadmap execution

### *Area Manager for Quality*

*May 2016 - February 2017*

- Defining and auditing Quality processes and methodologies
- Managing the external Quality service provider
- Budget management

### **BETFAIR - BLIP**

*Delivery Manager*

*October 2015 - April 2016*

- Leading a multidisciplinary team on the delivery of high quality & performance applications - Sports-book Platform
- Agile driver, implementing SCRUM, Continuous Integration & Delivery

### **ROCKET-INTERNET - JUMIA**

*Head of Quality Assurance*

*April 2012 - September 2015*

- Auditing and implementing Quality processes and methodologies (Continuous Integration & Delivery System) in worldwide e-commerce companies (e.g. Kaymu, Jumia, Jovago, Lazada, Zalando)
- Quality team and company performance monitoring, working closely with MDs, CTOs and CPOs to align the business and management needs

### **BEU.BI**

*Quality Assurance Manager*

*April 2010 - March 2012*

- Responsible for the quality of all products in the bank sector and the Quality team
- Responsible for the implementation of Test Management Process

## **EDUCATION & CERTIFICATION**

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### **SQS Portugal, Lisbon**

*2011*

ISTQB Certified Tester, Foundation Level

### **University of Aveiro**

*2009*

M.S. in Computers and Telematics Engineering (3 grade incomplete)