Fuad Saud, Software Engineer

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LINKS

GitHub, LinkedIn

PROFILE

Software engineer with almost 10 years of experience. Particularly interested in Distributed Systems Architecture, Domain Modelling, Functional Programming, and building bridges between business needs and technical solutions.

EMPLOYMENT HISTORY

Nov 2016 — Present

Lead Software Engineer, Nubank
São Paulo

- Developed a backend-driven content platform for displaying flows in the mobile app. The platform targeted the easy construction and maintenance of flows with basic, reusable components with low cycle time (bypassing the slow mobile app CI/CD pipelines and store publishing process). [Video | Slides]
- Revamped the Customer Support performance metrics collection and calculation systems:
    - Switching from a real-time Influx DB-based system to an offline one built on top of the company's internal, Spark-based ETL pipeline.
- Worked on the platformization of Customer Excellence, empowering cross-functional teams to manage their Customer Support content and processes, reducing the need for centralized control. This includes efforts like:
    - Creating a documentation platform and guidelines for producing documentation targeted both at Customer Support Agents, Operation Managers and Software Engineers.
    - Defining SLOs and providing metrics for the platform users.
    - Define a Stability Index for keeping track of the health of the platform and use that to leverage stability improvements through the definition of technical OKRs.
    - Redesign services and subdomains to add levers that allow platform users to control the platform's functionality.
- Proposed and executed the rewrite of a significant portion of the services that power the company's in-app chat due to the legacy codebase being full of concurrency problems and lack of data consistency guarantees, which lead to both customer-facing bugs and operational burden to engineers.
- Implemented the first version of Customer Support conversations auto-replies, powered by online Machine Learning models. [Video | Slides]
- Lead the initiative to adapt the platform's existing job dispatching system to support a new, finer-grained authorization scheme, allowing third-party Customer Support Agents into the platform with low friction. This enabled the company to scale the Customer Support Operations staff by outsourcing some of the work, reducing pressure on the internal People Management teams, cutting costs while keeping a relatively high level of Customer Satisfaction, and a low level of security concerns.
- Lead the initiative for internationalizing the Customer Excellence Platform, making the core country-agnostic and allowing for easier expansion into new territories.
- Participated in several Business Unit reorgs by bringing the Engineering perspective to decide team organization, scope division, and staffing.
- Acted as an Engineering stakeholder in business and product discussions, influencing strategic upstream decisions at an early stage.
- Actively participated in hiring initiatives throughout different stages of the company. Activities include:
    - Screening potential candidate's CVs.
    - Interviewing candidates at different stages of the hiring pipeline (initial phone screening, code walkthrough, architecture whiteboarding, pair-programming).
    - Designed coding challenges for use in the general recruitment pipeline as well as for specialized job openings.
    - Helped with the organization and operations of diversity-focused hiring events (Yes She Codes, Nós Codamos).
- Contributed to the first iterations of the company-wide engineering onboarding program, which accelerated the ramp-up of new hires and reduced some of the burdens for the teams absorbing them.
- Mentored several junior engineers employing pair and mob programming sessions and frequent 1-1s to continuously support their development. Also helped with the onboarding and integration of several senior new hires.
- Founded the Building Nubank blog project in 2017:
    - Sourced, planned, reviewed, edited, and published over 25 articles for the Building Nubank Blog under the Eng & Tech editorial line.
    - Structured the Eng & Tech editor role to get more people involved in the project and increase content production throughput.

Sep 2015 — Nov 2016

Software Engineer, Codeminer 42

Novo Hamburgo

Work as an off-shore software development consultant/contractor, blending in with the client's teams in order to boost productivity and improve overall process and software quality.

Apr 2014 — Jul 2014

Software Engineer, CWI Software

Porto Alegre

Web development using open source technologies such as Ruby, MongoDB and microservices architecture.

Work as part of the team developing the iba digital content delivery platform.

INTERNSHIPS

May 2015 — Aug 2015

Research Assistant, The WISDM Lab at Fordham University

New York City

The Wireless Sensors Data Mining lab at Fordham University researches data collected with mobile and wearable technologies, such as Android smartphones and smartwatches with goals such as Biometry, Activity Recognition, and Gait problems detection. I've worked specifically on the Activity Recognition research branch, collecting data from volunteers at the Fordham Campus for later analysis and mining.

Apr 2013 — Apr 2014

Software Development Intern, Avelã

Remote

Development and maintenance of a Health Care Web CRM software written using Ruby on Rails and MySQL.

- Inherited an untested legacy codebase from a software consultancy company
- Worked on the definition and implementation of acceptance and unit tests
- Develop new features such as SMS notifications and appointment confirmations and revamping the sign up process.(

Jul 2012 — Jan 2013

Software Development Intern, Ocapi

São Leopoldo

Development of an online marketing platform for e-commerces to display website tailored real time product ads and improve conversion. Stack consisted if Ruby, Ruby on Rails, MongoDB, MySQL, Sinatra, etc.

Jan 2012 — Jul 2012

Software Development Intern, Cali Software

Canoas

- Support users of the Lab calibration software with installation and usage issues
- Register bug reports and do follow-ups
- Develop and maintain the auxiliary web app used for distributing calibration certificates

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EDUCATION

2011 — 2018

Bachelor's Degree, Computer Science, Universidade Vale do Rio dos Sinos

São Leopoldo

Aug 2014 — May 2015

Sandwich Degree, Computer Science, Rochester Institute of Technology

Rochester

LANGUAGES

Portuguese   Native speaker   **English**   Highly proficient