

Goncalo Miranda

Mississauga, ON L5H 2R6

(416) 7315707 | miranda.gs@gmail.com | [LinkedIn](#)

PROFILE SUMMARY

- Results-driven Software Engineering Manager with extensive experience in microservices architecture, API development and cloud solutions, specializing in Mulesoft and Spring Boot.
- Advocate of Radical Candor, cultivating a culture of open communication, feedback and growth for engineering teams.
- Skilled in building high-performing teams with a focus on Team Topologies, ensuring effective team structures and workflows for software delivery.
- Proven expertise in Devops and CI/CD pipelines using Azure Devops, Jenkins and ArgoCD to enhance deployment efficiency.
- Expertise in troubleshooting and performance optimizations using tools like Elasticsearch, APM and Splunk, ensuring seamless production support.
- Experience integrating distributed systems, event streaming platforms, and implementing OAuth 2.0 for secure API authentication.
- Hands-on leadership in Agile environments, driving collaboration with architects, QA teams and business analysts to deliver scalable, high-quality software solutions.

WORK EXPERIENCE

Software Engineering Manager

July 2022 - Present

EQ Bank, Toronto, Canada

- Lead a team of talented software developers in the planning, design, implementation and delivery of software applications.
- Spearhead the successful implementation of a **prepaid card product**, resulting in increased customer engagement and new revenue streams.
- Developed **open banking-related services to read accounts and transaction information**, enabling secure access to financial data across multiple platforms.
- Oversee the development and maintenance of **accounts creation and management microservices**, ensuring smooth operation and scalability.
- Contribute to the vision and goals in alignment with business needs.
- Work with a recruiting team to hire high skilled candidates, ensuring continuous growth of the development team.
- Work with software developers, business analysts and product owners to maintain a prioritized backlog and create short term and long term deliverables.
- Cultivate a culture of Radical Candor and teamwork, driving performance and personal growth within the team.

Lead Software Developer

July 2020 - July 2022

EQ Bank, Toronto, Canada

- Led the development of microservices using **Mulesoft 3.9**, **Mule 4.4**, and **Spring Boot** (Spring JPA, Spring Batch, Spring Cloud) to create scalable, efficient backend solutions.
- Troubleshoot and resolve critical issues using **Elasticsearch** and **APM**, ensuring system stability and performance.
- Implemented CI/CD best practices with tools such as **Azure DevOps**, **Gitlab**, **ArgoCD**, **Maven**, **Artifactory**, **Jmeter**, **Munit**, **Newman**, and **Postman**, streamlining deployment processes.
- Developed and maintained an **automation testing pipeline** with **Postman** and **Jenkins**, significantly improving test coverage and release cycles.
- Integrated with distributed event streaming platforms to enable real-time data processing and analytics.
- Utilized **Microsoft SQL** and **MySQL** for efficient database management and querying.
- Collaborated directly with architects to design and implement innovative solutions, integrating **Redis** as a side cache and applying **OAuth 2.0** for secure authorization.
- Provided production support, addressing high-priority issues and ensuring system availability.
- Promoted software development patterns and Git best practices, fostering a culture of code quality and consistency across teams.
- Generated comprehensive documentation for QA teams, developers, and business analysts, enhancing communication and process clarity.

Software Developer

September 2019 - June 2020

Accion labs/IBM, Toronto, Canada

- Developed microservices and APIs using **Mulesoft Anypoint Platform** with **Mule 4**, adhering to best practices for scalability and maintainability.
- Troubleshoot critical system issues using **Splunk** and **Anypoint Monitoring**, ensuring high availability and system performance.
- Implemented CI/CD pipelines leveraging tools like **Azure DevOps**, **Git**, **Bitbucket**, **Maven**, **Nexus**, **JMeter**, **MUnit**, and **Postman**, improving deployment efficiency and automation.
- Built and maintained automation testing pipelines using **Postman** and **Azure DevOps**, optimizing test execution and validation.
- Developed backend services in **Java 1.7** and integrated them with **Microsoft SQL** for effective data management.
- Operated in an **Agile & DevOps environment**, collaborating with cross-functional teams to deliver high-quality software solutions.
- Advanced user of **Jira**, managing project tasks and tracking development progress to meet tight deadlines.

Software Developer

June 2018 - August 2019

ITSector SA, Portugal

- Developed microservices using **Mulesoft Anypoint Platform** for a backend platform supporting a **financial institution's internet banking** services.
- Implemented CI/CD best practices with tools like **Jenkins**, **GitHub**, **Maven**, **Nexus**, **JMeter**, **MUnit**, and **Postman** to automate and streamline deployment processes.
- Programmed backend services in **Java**, focusing on high performance and maintainability.
- Managed data using **MySQL**, ensuring optimized database performance and security.
- Collaborated in an **Agile & DevOps environment**, working with cross-functional teams to deliver critical features on time.

Head of BPM

February 2016 - May 2018

Bank Millenium Atlantico, Angola

- Managed IBM BPM assets, including **Process Apps** and toolkits, ensuring optimal performance and reliability.
- Developed **Java components** to integrate with the BPM platform, enhancing functionality and efficiency.
- Led the development of **Administration Services for Treasury Management**, including Coach View, Integration Services, and Web Services.
- Analyzed system instrumentation and conducted snapshots cleanup to improve performance and reliability.
- Implemented performance optimizations and troubleshooting processes to maintain system integrity.
- Managed **Enterprise Content Manager (IBM FileNet)**, overseeing the implementation of a new document management plan.
- Served as a power user of **Atlassian Jira** and **Confluence**, facilitating project management and documentation.
- Gained experience in **Service-Oriented Architecture (SOA)** and web services, contributing to system integration and interoperability.

Software Developer

November 2010 - January 2016

Asseco PST, Portugal

- Developed services and coaches using **IBM Process Designer**, incorporating **HTML**, **CSS**, and the **Dojo Framework** to create user-friendly applications.
- Built **Java servlets** for integration with the BPM platform and created custom databases to store business data.
- Generated reports using **SQL Reporting Services** and developed components for integrating BPM with **IBM FileNet ECM**.

- Worked on **IBM Datacap Fastdoc development**, providing support and troubleshooting for BPM systems.
- Led the migration of BPM from versions **8.0.1** to **8.0.1.2** and then to **8.5.5** in partnership with IBM, ensuring seamless transitions and system upgrades.
- Provided end-user training and helpdesk support for a banking institution in Angola, enhancing user engagement and satisfaction.
- Collaborated in an **Agile & DevOps environment**, working with cross-functional teams to deliver critical features on time.

Software Developer

March 2009 - September 2010

Sebasi SA, Portugal

- Developed web applications using **JSF**, **Facelets**, and **Richfaces** (J2EE) for the **Portuguese Ministry of Labour and Social Solidarity**, contributing to the project [Relatório Único](#).
- Created standalone applications using **J2SE**, focusing on performance and usability.
- Generated PDF reports utilizing **FOP**, ensuring accurate and professional documentation.
- Accumulated two years of experience developing Java applications in both web and desktop environments.

EDUCATION

Bachelor's degree in Computer Science Engineering

2009

Escola Superior Tecnologia e Gestão, Portugal

PROFESSIONAL DEVELOPMENT

Enterprise Architecture

University of Toronto, ON

Mulesoft Integration and API Associate (Mule 3.9)

Toronto Metropolitan University, Toronto, ON

IBM Websphere Lombardi Edition 7.2, BPM Development

IBM

IBM Websphere Application Server, Core Administration

IBM

IBM Filenet P8 5.2 System implementation

IBM

VOLUNTEER EXPERIENCE

Volunteer

Rest Centre, Peel Region

2020 - 2021

- Contributed to the **website development** for an institution dedicated to raising **BIPOC youth out of housing insecurity** in Peel Region ([Rest Centre](#)).
- Coached students on **software development**, enhancing their technical skills and fostering their understanding of programming principles.