



IGOR MOREIRA

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 London, UK

SKILLS

Version Control: **Git**, **GitHub**;

OS: **Linux**, **Docker**, **macOS**;

Code: **JavaScript**, **Python**;

Web/DB: **HTML**, **CSS**, **React**,
MongoDB, **SQL**;

COURSES

HarvardX CS50 and TinyML;

Juniper Networking (JNCIA);

CompTIA A+ (IT Foundation);

FreeCodeCamp (Web, JS and
Front End Libraries);

EDUCATION

ESPM (Brazil)

Marketing, 2005 – 2009;

Train2Game C++ (UK)

Game Design, 2012 – 2014;

LANGUAGES

English (Fluent);

Portuguese (Native, Fluent);

Spanish (Intermediate);

French (Beginner);

PROFESSIONAL EXPERIENCE

Merchant Tech Support, *Checkout.com* – *October 2021 / Current*

- Assisting merchants and internal teams via ticketing system, Slack and emails ;
- Act as a knowledge source for Checkout's payment technologies and APIs;
- Troubleshooting API requests and web hooks via logs (Datadog) and data;
- Writing code on full stack web applications for internal testing with HTML, JavaScript, React, Node.js (Express) and MongoDB;
- Collaborating across multiple internal teams, such as e-commerce, customer success, card processing, development agencies, solutions engineering, etc;

Integration Engineer, *Apple Pay* – *Feb 2021 / October 2021*

- Engaging the top merchants in the UK / EMEA (in CRM, email and virtual meetings) and specialising in front end development practices;
- Presenting API best-practices, optimisations, documentation, supporting and troubleshooting *Apple Pay* to high executives in those businesses;
- Leading a team of 4 technical specialists, assigning tasks (*kanban*), training and promoting a collaborative environment;
- Engineering a web scrapping automation tool, programmed with *Python* and *Selenium* - to detect the presence and functionality of *Apple Pay* in websites;
- Testing the integration with our API in a customised approach, helping demonstrate potential challenges to merchants and developers;

Mac Genius (Senior Tech Support), *Apple Retail* – *Jun 2017 / Feb 2021*

- Hardware/Software troubleshooting and repairs on *Apple* devices, isolating, investigating and documenting issues (used also by other teams);
- Assisting customers at the Covent Garden store with *Apple* technical support;
- Proactively partnering with store Admin and Lead teams on emerging issues and creating solutions for increasing efficiency;
- Creating team communication and documentation for new procedures;
- Mentoring new starters and assisting with high scale training events;

RETAIL – *Dec 2011 / May 2017*

Brand Manager, *Harrods* / **Senior Sales**, *Marni Sloane Street*

- After-sales care, CRM, pre-season purchases and actively supporting the Buying team to promote product reactivity;

MARKETING and HOSPITALITY – *Sep 2010 / Dec 2011*

PR Internship, *Lunch PR* / **Host**, *SamarQand Restaurant*

- Supporting marketing and media campaigns, planning events;