

Hugo Silva

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SUMMARY

Software engineer with 5+ years in full-stack development, specializing in JavaScript and Python, with strong skills in teamwork, cross-functional communication, technical troubleshooting, and debugging.

EDUCATION

Évora University

Master of Software Engineering, GPA: 16/20

Évora, Portugal

2024

Coimbra Higher Institute of Engineering

Bachelor of Software Engineering, GPA: 14/20

Coimbra, Portugal

2019

EXPERIENCE

Technical Support Engineer 2

November 2023 – Present

Datadog

Paris, France

- Engaged with customers via multiple channels (ticketing system, live chat, and screen sharing tools) to identify and resolve technical support requests while continuing to educate our clients on the use of the platform
- Resolved 70% more tickets than the target, maintaining a 99% customer satisfaction rating, earning the Top Dog Award for Q2 2024

Senior Technical Support Specialist

September 2021 – November 2023

Usercentrics

Remote, Portugal

- Supported customers by integrating software products on the customer platforms (e.g. Website, Applications), using Javascript, HTML/CSS, SWIFT, Kotlin, GraphQL, React Native, and Flutter
- Coached and trained more than 5 new team members, providing guidance and support
- Delegated, wrote and maintained documentation on the tech support team. (e.g. common problems, technical implementations, FAQ). Reduced the overall ticket numbers by more than 20%

Junior Software Engineer

February 2020 – August 2021

Truewind

Recife, Brazil

- Developed a mobile platform with 80,000+ monthly active users using JavaScript, HTML/CSS, SQL, C#, OutSystems, Firebase, and AWS S3 Buckets
- Collaborated with 4+ teams at large organizations to diagnose new features and current issues, and write and develop software requirements using the SCRUM methodology

Intern Full Stack Developer

February 2019 – August 2019

Enso Origin

Coimbra, Portugal

- Successfully engineered 2 web platforms that increased the company's productivity by more than 200%, using PHP, HTML/CSS, Javascript, PostgreSQL, Rest APIs, Git, Docker, Composer, and other frameworks
- Engineered software that enabled the enterprise to manage (e.g. create, read, update, delete (CRUD)) accounts in 10+ different software platforms (e.g. LDAP, Jira, Git), providing easy scalability (e.g. adding a service with only 2 entries on a JSON file) and instantly create/delete of accounts with just one click
- Developed and maintained system design documents. (e.g. proofs of concept, requirements specification) and collaborated with the CEO to scope milestones and delivery estimates on the project's progress

TECHNICAL SKILLS

Programming: Javascript/Typescript, Python, MongoDB, SQL (PostgreSQL), HTML/CSS

Frameworks: React, Node.js, Flask, TailwindCSS, Bootstrap, FastAPI, Next.js, OutSystems

Developer Tools: Git, Docker, Kubernetes, VS Code, Postman, Visual Studio, PyCharm, IntelliJ, Eclipse, Datadog

Languages: Portuguese (native), French (beginner), English (fluent)

PROJECTS

Medical Data Hub | *FastAPI, Express.js, Next.js, MongoDB, LDAP, Docker* February 2024 – September 2024

- Engineered a full-stack web application with a microservices architecture and a React frontend, providing a centralized platform for applying machine learning models to medical data
- Implemented an API Gateway for centralized API management, LDAP for authentication, and MongoDB