JULIO SANTOS

Sunnyvale, CA | (408) 718-0324 | julio@morgane.com | linkedin.com/in/juliosantos

Engineering Leader with 15+ years in Fintech and e-commerce, expert in scaling teams and products

KEY ACCOMPLISHMENTS

- Reduced AWS costs from $10 to $0.50 per user per month, best of all business units
- Modernized software building for 100+ teams, halving delivery time and boosting customer satisfaction
- Engineered backend upgrades, scaling data aggregation from 45k to 5M daily customer transactions
- Designed an engineer-friendly on-call program, reducing customer outage tickets many-fold

WORK EXPERIENCE

DIRECTOR OF ENGINEERING

Nubank - Sunnyvale, CA

May 2020 to April 2023

- Reduced AWS monthly costs by increasing cloud cost awareness and improving monitoring, lowering costs from $10 to $0.50 per user
- Scaled customer base by enhancing engineering excellence, increasing customer base from 1k to 4M
- Reduced downtime caused by outages by leading an on-call program designed for minimal impact, ensuring engineer well-being and work-life balance, resulting in a 90% drop in customer tickets due to outages
- Grew the engineering team by building a distributed team across California and LATAM while coaching teams and individuals at all levels, developing the team from 15 to 110+ software engineers and managers
- Redesigned the team to become a regulated entity and multi-product company by optimizing engineering practices and collaborating with Legal, Compliance, and Product, unlocking 10X customer base growth
- Enhanced offer acceptance rate by leading a new compensation structure in collaboration with upper management (COO, Compensation, HR), resulting in an offer acceptance rate from 10% to 90% in LATAM

DIRECTOR OF ENGINEERING

Godaddy - Sunnyvale, CA

March 2019 to April 2020

- Strengthened customer experience by introducing practices and tools, resulting in systems taking sub-seconds to load instead of previous double-digit loading times
- Lowered the high bar of system monitoring for teams by collaborating directly with Amazon AWS to implement the team's designs, resulting in most teams having visibility into system availability
- Introduced a culture of metrics by rolling out a monitor-based system in five offices, thus encouraging transparency and continuous improvement, resulting in higher availability and system performance

DIRECTOR OF ENGINEERING

Greenbits (acquired by Dutchie) - San Jose, CA

April 2018 to December 2018

- Led the expansion of Greenbits' operations in San Jose, CA, and Portland, OR, growing and overseeing an engineering team of 20+ employees and achieving a rollout of over 1,500 Point of Sale systems
- Improved team efficiency by fostering a collaborative culture, unlocking weekly demos and product updates

PRINCIPAL SOFTWARE ENGINEER & HEAD OF AGILITY

Godaddy - Sunnyvale, CA

July 2015 to April 2018

- Modernized how 100+ teams build software by designing and leading a company-wide program and tooling, resulting in teams delivering customer features in less than half the time and with better customer satisfaction
- Solidified the collaboration between engineering and other functions by coaching, giving talks, and embedding with critical teams, resulting in an average of 50% speed in delivery while improving quality

PRINCIPAL SOFTWARE ENGINEER

Outright (acquired by Godaddy) - Mountain View, CA

October 2011 to July 2015

- Architected and implemented the backend performance improvements that enabled data aggregation systems to scale from ingesting 45k customers' daily transactions to 5M
- Designed and implemented easy-to-use Ruby libraries by leveraging Ruby Metaprogramming, resulting in virtually no downtime when moving from a single-store solution to a highly scalable partitioned data store
- Migrated to the internal cloud by refactoring the monolithic app into microservices with a 1-hour downtime

SENIOR SOFTWARE ENGINEER, TEAM LEAD

RhythmOne (acquired by Tremor International) - Mountain View, CA

January 2010 to October 2011

- Facilitated sales increase by building and directing the Content Management System team, resulting in customer autonomy when placing orders
- Fostered a culture of developer testing, leading by example, resulting in overall higher product quality

PRINCIPAL SOFTWARE ENGINEER HEAD OF TECHNOLOGY

Microplace (an eBay & PayPal company) - San Jose, CA

February 2007 to December 2009

- Delivered the new eBay Microfinance service, leading a 5-engineer team, enabling 50,000 micro-borrowers, through 200+ microfinance institutions, to be free from extreme poverty

EDUCATION

HAUTE ÉCOLE MOSANE D'ENSEIGNEMENT SUPÉRIEUR

Liège, Belgium

Bachelor of Computer Science

STANFORD UNIVERSITY GRADUATE SCHOOL

Palo Alto, California

Design Thinking Bootcamp

ADDITIONAL SKILLS

PROGRAMMING

- Ruby fan, in particular meta-programming, used in personal projects
- Professional experience with Ruby, Java, C/C++, Python, JavaScript

LANGUAGES

- **Fluent**: French, Portuguese, English
- **Conversational**: Spanish