Karen Santana

Senior Front-End Software Engineer

São Paulo, Brazil · Open to international opportunities

karen.nascimento.developer@gmail.com
linkedin.com/in/karennascimento3

SUMMARY

Senior Front-End Software Engineer with 6+ years of experience building **scalable fintech platforms** in **highly regulated environments**. Strong expertise in **React, Angular, and frontend architecture**, with hands-on experience in **frontend observability using Datadog (RUM & APM)**. Proven track record of delivering business impact in mission-critical financial systems, including investment and foreign exchange platforms serving thousands of users. Experienced in owning features end-to-end, improving performance, reliability, and maintainability in large-scale applications.

EXPERIENCE

BTG Pactual Bank — Senior Front-End Software Engineer

May 2024 – Present | São Paulo, Brazil

- Developed a new **web investment platform** for a large fintech institution, driving a **30%+ increase in investment transactions** through web channels.
- Implemented **frontend observability using Datadog RUM & APM**, enabling real-time monitoring of user journeys and reducing **time-to-detect production issues by ~40%**.
- Designed and maintained a **domain-based microfrontend architecture**, allowing independent deployments across investment domains.
- Built **mission-critical investment flows**, including 24/7 redemptions and special operations, ensuring reliability in time-sensitive financial transactions.
- Led the **Angular migration from v15 to v18**, refactoring core modules to improve scalability, maintainability, and long-term framework support

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Zup Innovation (Client: Itaú Unibanco) — Front-End Software Engineer

June 2022 – May 2024 | São Paulo, Brazil

- Developed frontend features for Itaú's **insurance platform**, contributing to a **15% improvement in customer retention**.
- Redesigned high-friction cancellation journeys, reducing abandonment rates and improving user decision clarity.
- Built and maintained **scalable UI components** used by **millions of users** across Itaú's digital channels.
- Collaborated closely with design, product, and backend teams to deliver accessible and maintainable frontend solutions.

F1RST Tecnologia (Santander Group) — Front-End Software Engineer

July 2021 – June 2022 | São Paulo, Brazil

- **Internalized by Santander** after a consulting engagement to continue working on the same foreign exchange billing platform.
- Took ownership of frontend flows for a **foreign exchange billing system** supporting corporate international trade operations.
- Integrated frontend applications with backend services handling **pricing, currency conversion, and complex billing rules**, ensuring data consistency and regulatory compliance.
- Improved system reliability by **standardizing components and validations**, reducing operational errors and rework during releases.

BRQ Digital Solutions — Front-End Software Engineer (Consultant)

March 2021 – July 2021 | São Paulo, Brazil

- Joined the project as an **external consultant** supporting Santander's foreign exchange billing platform.
- Contributed to the development of frontend flows for **high-value financial transactions** in a regulated environment.
- Worked closely with internal teams to understand complex financial and compliance requirements.
- Delivered UI components and validations under strict quality and regulatory constraints.

TECHNICAL SKILLS

Languages: JavaScript, TypeScript
Frontend: React, Angular, Next.js, Microfrontend Architecture (Single-SPA)
Backend: [Node.js](), Express
Databases: MongoDB
Testing & Observability: Jest, Cypress, **Datadog (RUM, APM, dashboards, alerts)**
Practices & Tools: Clean Architecture, CI/CD Pipelines, AWS-based Deployments

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EDUCATION

XP Educação — Postgraduate Degree in Software Architecture and Solutions, Artificial Intelligence
University São Judas Tadeu — Technologist in Systems Analysis and Development

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LANGUAGES

Portuguese — Native
English — Advanced