

TIAGO LUCHINI

ABOUT

I help organizations create & execute technology strategies by building & leading world-class, global & award-winning teams. I am experienced across several verticals & thrive navigating socio-technical challenges & leading a set of diverse people.

WORK EXPERIENCE

Present JUN 2021	Acting CTO at ODEKO, New York <i>Tools for Local Cafés to Operate & Grow</i> Turned around Odeko's engineering organization. Created & executed the tech vision & strategy. Built a world-class global team of software, data, QA, & DevOps engineers. Implemented hiring, productivity & observability processes as well as people & product management processes.
ACHIEVEMENTS:	
Team-wise:	<ul style="list-style-type: none">• Achieved a team growth rate of 30% QoQ (peaking at 70% - from 13 engineers to 65 in 11 months.)• Reduced team attrition by 4x.• Increased team average seniority by 1.7x.
Productivity-wise:	<ul style="list-style-type: none">• Implemented a culture of daily improvement, empowerment & joy.• Reduced time-to-deploy from 60 days to 5d 3h 17m (11.7x faster.)• Increased workstreams by 120%.• Reduced complexity of identity systems by 75%.
User Experience-wise:	<ul style="list-style-type: none">• Simplified APIs by 66% (making it 33% easier to integrate.)• Unified design systems reducing “hundreds of buttons” to just one.• Reduced app load times by 11%.
Business-wise:	<ul style="list-style-type: none">• Achieved two 9s in application stability (99.99%).• Tripled order bandwidth capacity.• Rolled out two new apps in three markets.• Increased business-critical notification delivery rate from 85% to 100%.• Turned culture around from a purely ops organization to a technology-first posture.
JUN 2021 AUG 2019	Head of Digital Transformation at VIASAT, New York <i>Global Technology & Customer Success</i> Lead a cross-functional global team of 90+ engineers & product manager in charge of digital, architectural, & organizational transformations.
ACHIEVEMENTS:	<ul style="list-style-type: none">• Revamped hiring practices & streamlined team composition & talent pool.• Rolled out OKR processes & realigned engineering organization with Viasat's strategic objectives.
AUG 2019 SEP 2013	Partner, Technology at WORK & CO, New York <i>Digital Product Innovation</i> Ramped up a global team from scratch of 110+ engineers, product managers, & strategists behind hundreds of digital products for companies such as APPLE, FACEBOOK, GOOGLE, TWITTER, PEPSI, PHILZ COFFEE, VIRGIN AMERICA, and DISNEY. Responsible for defining the technical strategy, vision, processes, and team culture.
ACHIEVEMENTS:	<ul style="list-style-type: none">• From “engineer zero” to a thriving PDE organization spanning 6 global offices.• Founded two offices in Brazil & acqui-hired our Croatia operations.• Directly responsible for a P&L generating 40mil\$ARR & 30% margins.
AUG 2013 JAN 2013	Startup Founder at SAVALANCHE (CTO) & HINTFY (CEO), Oulu, Finland <i>Digital Marketplace and Mobile Recommendation Platforms</i>
DEC 2012 DEC 2006	Technology Strategist at DIGITALIST, Finland/Germany/China <i>R&D services for Mobile and Embedded Devices</i>
Nov 2006 AUG 2005	Guest Lecturer at FIAP, São Paulo, Brazil <i>Data Modeling, Design Patterns, Object Oriented Programming</i>
JUL 2006 MAR 2003	Head of Software Engineering at BDK SOLUTIONS, São Paulo, Brazil <i>Data-Driven Business Decision Tools</i>

VERTICALS & NOTEWORTHY CLIENTS/PROJECTS

TECHNOLOGY:	Apple, Facebook, Google, Twitter
TRANSPORTATION & TOURISM:	Virgin America, Virgin Voyages, Aeromexico, Marriott
MOBILE DEVICES & HARDWARE:	Nokia, Samsung, Kodak, Polar
MEDIA:	ESPN, ABC, Turner Entertainment, Göteborgs-Posten
REAL ESTATE:	HouseLogic, Haus
RETAIL:	Aesop, Aldo Shoes, Philz Coffee, Just Mayo
AUTOMOTIVE & AVIATION:	Porsche, Volkswagen, Peugeot, Marcopolo, Embraer
TELECOM CARRIERS:	T-Mobile, China Telecom, Telefónica, Viasat, Oi (Brazil)
FINANCIAL SERVICES:	Chase, MasterCard, Elo, Itaú (Brazil)
NGO:	Salvation Army (Brazil), Breastcancer.org
CPG:	Gatorade

MOST RECENT AWARDS

2019	ADAGE'S – A-List, Work & Co
2019	FAST COMPANY – 10 Most Innovative Companies, Work & Co
2018	DIGIDAY – Best Brand Platform, Givewith
2018	CES INNOVATION AWARDS – Software and Mobile Apps, Philz Coffee
2018	W3 AWARDS – Best User Experience for Mobile Sites & Apps, Philz Coffee
2018	HOW INTERNATIONAL DESIGN AWARDS – Website, Aesop
2018	DESIGN WEEK – Website, Aesop
2018	DIGIDAY – Agency of the Year, Work & Co
2018	CANNES LIONS – Grand Prix & Titanium, Apple Today

EDUCATION

2013-2015	COLUMBIA UNIVERSITY - COLUMBIA BUSINESS SCHOOL, New York Master of Business Administration (MBA), <i>Executive</i>
2013-2015	LONDON BUSINESS SCHOOL - UNIVERSITY OF LONDON, London Master of Business Administration (MBA), <i>Executive</i>
2002-2002	UNIVERSIDADE ESTADUAL DE CAMPINAS, Brazil Master of Science (MSc) in <i>Strategic Management of Information Systems</i>
1998-2001	UNIVERSIDADE PRESBITERIANA MACKENZIE, São Paulo, Brazil Bachelor of Arts (BA) in <i>Business Administration</i>
1994-1998	CENTRO FEDERAL DE EDUCAÇÃO TECNOLÓGICA, São Paulo, Brazil Bachelor of Science (BSc) in <i>Computer Science</i>

SKILLS

BUSINESS:	P&L Ownership, M&A, Tech & Market Strategy
MANAGEMENT:	Hiring & Retention, Culture Setting, Team Growth
COMMUNICATION:	External & C-level, Established Public Speaker
PRODUCT:	Product Discovery & Product Execution
LEADERSHIP:	Executive Leadership, Strategic Thinking & Decision-Making
PREFERRED LANGUAGES:	Clojure(Script), LISP, Java, Swift, Kotlin, Haskell, OCaml
DATABASES/STORES:	Datomic, PostgreSQL, Kafka, DynamoDB, Cassandra
CLOUD:	AWS, GoogleCloud, Docker, Terraform, Pulumi
DEEP LEARNING:	OpenAI, TensorFlow, Theano, Cortex, Flare

LANGUAGES

PORTUGUESE:	Native	SPANISH:	Comprehension	FINNISH:	Basic Knowledge
ENGLISH:	Fluent	ITALIAN:	Comprehension		

INTERESTS & ACTIVITIES

Organizational Design, Language Design, Deep Learning, Human-Centric Tooling.
Trail Runner, Ultra-Marathonner, Board Gamer.