Mauri de Souza Meneguzzo

◉ Brazil

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Work hard. Dream big.

education

2016-Present   **SOFTWARE ANALYSIS AND DEVELOPMENT (AS)** *FTEC(BR)*

2013-2014   **COMPUTING TECHNOLOGIST INCOMPLETE** *FTEC(BR)*

work

2019-2021   **CTO** *3CPLUS Call Center Solutions* **Remote / Full-time**
Following a Senior Software Engineer role I was offered the position of CTO. Our main product is a SaaS platform focused on predictive dialers and Call Center automation. In this new position I had a more operational role, coordination of the development team as the Scrum Master, enforcing of Agile methodologies based on OKRs at the company level and DevOps / CICD operations. I still participated closely in every stage of the development process and still developed new services as needed, software engineering is indeed my passion!
In the year of 2020 3CPlus reached an MRR growth of 120% with more than a thousand concurrent users.

2016-2019   **SOFTWARE ENGINEER** *3CPLUS Call Center Solutions* **Remote / Full-time**
Working from the start of a SaaS platform focused on predictive dialers and Call Center automation, participating in virtually all architecture decisions and choices of technologies.
Backend Engineer: developed applications and REST / GRPC / Websocket APIs in Go, NodeJS and PHP. Also Asterisk PABX applications written in C / Rust. Documentation with Swagger/PlantUML.
Frontend Engineer: development of SPAs in VueJS, Vuex, including a custom webphone webrtc with click-to-call and CRM integrations which runs as a web extension, PWA, hybrid app and webapp reusing the same codebase.
AI: I applied CNNs on the detection of mailboxes with Tensorflow, this greatly improved the performance and assertivity of our predictive dialer.
Software Arquitecture: I worked in the planning, development and deployment of projects alongside the integration with cloud based solutions and kubernetes clusters.
DevOps: transition to Google Cloud Platform and Kubernetes clusters, which is current the backbone of our scalable infraestructure (including telephony). The CI/CD is done with Gitlab and every process from testing to deployment is automated.

2015-2016   **SOFTWARE DEVELOPER** *Freelancer*
Web applications using PHP/Laravel and VueJS.

2014-2015   **IT ASSISTANT, PRIVATE RANK** *Brazilian Army* **Onsite / Full-time**
I went to the reserve with a Honorable Mention at the start of 2015.

languages

Portuguese (native)
English (intermediate)