PEDRO FEITEIRA

Software Developer

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EXPERIENCE

Senior Full-Stack+AI Engineer @ Aircall
AdvanceWorks

 Sep 2025 – On Going   Lisbon, Portugal

- Architecting and building a new generative AI support assistant from scratch, leveraging Python (FastAPI), LangChain, OpenAI, and Pinecone to create an advanced RAG pipeline integrated with Zendesk.
- Spearheading the end-to-end development of a new self-service support portal, projected to significantly reduce manual ticket volume and decrease customer resolution time.
- Developing and maintaining the full-stack application, including the React/Next.js frontend and Python/FastAPI microservices backend utilizing PostgreSQL and Redis.
- Owning and automating all cloud infrastructure on AWS using Terraform (IaC), with Docker for containerization and GitLab for CI/CD.
- Engineered secure and observable systems by implementing AWS Cognito (JWT/Cookies) for authentication and integrating DataDog for comprehensive application monitoring.
- In this role, I am learning prompt engineering in order to take advantage of the most recent AI tools to improve my productivity and efficiency.

Python Developer
EngineAI

 Sep 2021 – Jun 2025   Lisbon, Portugal

- Develop and maintain the company's SDK using Python. It was used also Pandas for data processing and Pytest for unit tests.
- Helped build GithubActions CI/CD pipelines for Python's repo.
- Joined dashboard team to help building dashboards, using SQL (snowflake), pandas and the company's SDK.
- Optimize data workflows between Python services and cloud databases (Snowflake).
- Helped build the company's interactive testing suite with Playwright, both Python and JavaScript. Also created loading tests using Grafana K6
- Currently working on enterprise LLM agents project, where I'm responsible to link the AI result with the Web stack
- Continuously learning modern tech stacks to support cross-functional projects

Internship
Celfocus

 Apr 2018 – Jul 2018   Lisbon, Portugal

- Developed a Proof of Concept (PoC) for a system that automatically generates test cases from software requirements.

Communication

Collaboration & Teamwork   Adaptability

Continuous Learning   Growth Mindset

Time Management

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Python   FastAPI   LangChain   AWS

SQL   Git   Docker   React   Playwright

Grafana K6

LANGUAGES

Portuguese   ●●●●●

English   ●●●●○

EDUCATION

M.Sc. in Computer Science
NOVA FCT

 Sept 2015 – Oct 2021

Thesis title: On-demand execution of tasks on remote resources

- Built a functional web application (full-stack) covering core objectives, demonstrating end-to-end viability.
- Key Technologies: Node.js (backend), IBM Watson (AI-powered features), and Cloud Computing for deployment.
- Gained hands-on full-stack development experience, focusing on scalability and automation.