

RODRIGO LOUSADA

Software Engineer & Consulting Lead

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SUMMARY

- Consulting Lead with 1+ year experience leading the voicebot Agile delivery for one of the largest banks in Portugal, while also contributing to pre-sale efforts.
- Software Engineer and Data Specialist with 4+ years experience working in AI, Knowledge Management, Data Science, Data Analytics and Engineering projects.

EXPERIENCE

Software Engineer

Klarna

- 📅 Mar 2024 – Present 📍 Berlin, Germany (Hybrid)
- Working on data modeling experience over Knowledge Management solution.
 - Worked on GenAI Agent to automate data modeling and mapping into a GraphDB.
 - Reduced +53% of Qliksense apps by performing deep analysis on app usage.

Consulting Lead | Data Specialist | Chat/Voicebot Developer

IBM

- 📅 Apr 2020 – Mar 2024 📍 Lisbon, Portugal (Hybrid)
- Led and mentored a team of 4–6 developers, resulting in improved project delivery and team professional growth.
 - Doubled FTE savings for a Portuguese bank’s call center (50k+ calls/month) by leading a data-driven project, driving operational efficiency.
 - Improved voicebot performance and data fidelity by collaborating with IBM SAIP (SaS Automation Platform), delivering 10+ client-focused features.
 - Reduced 70% of team workload by automating data pipeline updates, accelerating client reporting and project validation.
 - Achieved 9+ NPS scores by building end-to-end chatbot solutions, enhancing client satisfaction and engagement.
 - Created and pitched 8+ chat/voicebot demos by showcasing innovative features, leading to increased client buy-in and expanded business opportunities.

Thesis Researcher | Data Scientist

IT - Instituto de Telecomunicações | Prof. Rui Neves

- 📅 Sep 2018 – Nov 2020 📍 Lisbon, Portugal (Remote)
- Delivered a 100% Return on Risk (ROR) and a 1.90 Sharpe Ratio by developing a trading simulator, implementing ML-driven strategies for trading SPY options.
 - Achieved over 48% accuracy in decision-making by creating a Mixture of Experts model with Random Forests, recommending optimal buy, sell, or hold actions for SPY index options.

Project Manager | Event Coordinator

SINFO

- 📅 Apr 2016 – Mar 2019 📍 Lisbon, Portugal
- Recruited and formed more than 10 new volunteers.
 - Generated over 7000€ in funding from tech companies to sponsor our event.
 - 10x social media engagement when managing the 10k+ followers event accounts.

CERTIFICATIONS

- AWS Certified: Cloud Practitioner
- IBM Cloud Pak for Data V3.0.x Data Science

HARD SKILLS

- **Programming Languages:** Python (FastAPI, NumPy, Pandas, Scikit-Learn, Flask, NLTK, BeautifulSoup, etc.), SQL (MySQL, DB2), NoSQL (Cloudant), GenerativeAI, LLMs, LangChain, Git, JavaScript (React.js, D3.js, Three.js), Java, HTML&CSS, C, bash, etc.
- **Cloud:** Azure, AWS (Certified), and IBM Cloud.
- **Product or Platforms:** Excel (PowerQuery, PivotTables), PowerBI, Pentaho, etc.
- **Consulting, Data Pipelines, Unstructured Data, TimeSeries Forecasting, Machine Learning, Data Wrangling, ETL, A/B Testing, Agile.**

EDUCATION

MSc. Computer Science and Engineering Instituto Superior Técnico, University of Lisbon

- Major: Artificial Intelligence
- Minor: Data Science
- Exchange Semester in Berlin: TU Berlin & Humboldt
- Grade: 17/20

Business Summer School

AESE Business School

- Pitched solution on reducing truck driver's loneliness to major truck and distribution company in Portugal (Luís Simões).

PERSONAL PROJECTS

Visual Mapping of Nobel Prizes

- D3.js interactive Dashboard to visualize patterns in Nobel Prize winners in terms of age, geography, and relationships to other winners. (EuroVis 2019 - Posters)

Real Estate Scrapper

- Python web scraper that automatically stores apartments' information. Applied EDA on the extracted data to find the best places to buy an apartment in Lisbon.
- Similar web scrapping projects on Nobel Prize winners, and Football players.

Crypto RNN

- Python, TensorFlow and Keras Neural Network to predict cryptocurrency prices.

Twitter bot

- Python bot to reply to specific tweet mentions on my personal account.

Smart Mirror

- Built a smart mirror under a 50€ budget, using second-hand materials and open-source software on a RaspberryPi.

LANGUAGES

English	●●●●●
Portuguese	●●●●●
Spanish	●●●●●
German	●●●●●

HONORS

- IBM Top Talents Portugal
- IBM Gold Champion Learner
- Aubay Open Day Challenge Winner
- IST Management Challenge Finalist

SOFT SKILLS

- **Core Soft Skills:** Problem solving, Analysis, Leadership, Communication, Innovation, Teamwork.
- **Clifton Top 10 Strengths:** Achiever, Futuristic, Learner, Individualization, Ideation, Includer, Restorative, Analytical, Positivity, Developer.