

Andy Gonçalves

Engineering Manager

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General

- Traits** Enthusiastic, straightforward, team player. Love to learn and hear different points of view. A true believer in honest feedback, growing people, and data-backed decisions.
- Interests** Leadership and management. Agile. Distributed systems and cloud computing.
- Experience** Engineering management. Architecture and implementation of the back-end of cloud applications. Team leading. Implementation of all the stack levels of web applications. Some web development. Master thesis in cloud computing.
- Life** Biker, gamer, kickboxer.

Professional Experience

- 2022–now **Fidel API**, (7 months), Engineering Manager, Stream.
Managing the team responsible for the new Stream product.
People management and delivery. Remote management.
- 2020–2022 **Talkdesk**, (1 year, 6 months), Engineering Manager, CCaaS.
2020 **Talkdesk**, (5 months), Associate Engineering Manager, CCaaS.
Managing two of the core teams of the product.
People management and delivery. Remote management.
- 2016–2020 **Talkdesk**, (4 years), Software Engineer, CCaaS.
Developing, scrum mastering, and team leading.
Designing and developing the new core systems of the product, responsible for routing calls. Maintaining the legacy call routing systems.
- 2013–2016 **Safira/KPMG**, (2 years, 5 months), Software Developer, IT for financial services.
Full-stack development of web applications, mobile web applications, and middlewares, for banks and insurance companies, using IBM technologies.

Education

- 2011–2013 **Masters in Computer Science Engineering**, Nova University, Lisbon, 17/20.
2 years MSc (Eng), focus on distributed systems. Thesis in cloud computing, grade of 18/20.
- 2008–2011 **Diploma in Computer Science Engineering**, Nova University, Lisbon, 15/20.
3 years BSc (Eng).

Technical Skills

- General** OO/functional programming, TDD, SOA and Microservices, event-driven architectures, SQL, NoSQL.
- Languages** Ruby, Elixir (main ones). Java, Javascript, HTML5.

Last updated: 2022-08-10