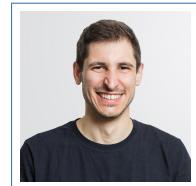


# Andy Gonçalves

Engineering Leader

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## General

- Traits Straightforward, collaborative, team player. Love to learn and hear different points of view. Believe in honest feedback, growing people, and data-backed decisions.
- Interests Leadership and management. Distributed systems and cloud computing. Agile.
- Experience Engineering management in start-up and scale-up companies. Software engineering for SaaS - Fintech and CCaaS industries. Master thesis in cloud computing.
- Life Biker, gamer, kickboxer.

## Professional Experience

- 2026–now **Break**, (2/3mo), Career break to rest and sharpen skills.
- 2024–2026 **Astrada (Formerly Fidel API)**, (2y), Senior Engineering Manager.  
Lead teams through company transformation, product pivot, new platform building, and organizational rightsizing.
- 2022–2024 **Fidel API**, (2y), Engineering Manager.  
Structured, staffed, and managed teams from the ground up to deliver emerging products whilst evolving the existing platform.
- 2020–2022 **Talkdesk**, (1.5y), Engineering Manager.  
Managed teams in the cluster responsible for the product's core systems - call routing and assignment.
- 2020 **Talkdesk**, (0.5y), Associate Engineering Manager.  
Managed one large cross-functional team in the cluster responsible for the product's core systems.
- 2016–2020 **Talkdesk**, (4y), Software Engineer.  
Designing and developing the new core systems of the product, responsible for routing calls. Maintaining legacy call routing systems. Scrum mastering and team leading.
- 2013–2016 **Safira/KPMG**, (2.5y), Software Developer.  
Full-stack development of web applications, mobile web applications, and middlewares for banks and insurance companies.

## Education

- 2011–2013 **Master's in Computer Science Engineering**, Nova University, Lisbon, 17/20.  
2-year 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-year BSc (Eng).

## Technical Skills

- General OO/functional programming, TDD, API design, event-driven architectures, SQL, NoSQL.
- Languages Ruby, Elixir (main). Java, Javascript.