

# Pablo Bello

Brazilian, 35 years old  
Senior Software Engineer  
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## Profile

Senior Software Engineer with over a decade of experience in architecting and developing scalable, high-performance systems. Proven ability to solve complex problems by applying modern technologies and writing clean, maintainable code. Committed to fostering technical excellence and driving continuous improvement within engineering teams.

## Top Skills

**Languages:** Python, Ruby, Go, TypeScript, Elixir

**Frameworks:** Ruby on Rails, React, FastAPI, Node.js/Express, Phoenix, Tailwind CSS

**Infrastructure:** AWS, Docker, Kafka

**Databases:** PostgreSQL, MySQL, MongoDB, SQLite, Qdrant

**APIs & Integration:** RESTful APIs, GraphQL, Event-Driven Architecture (Kafka)

**Architecture:** Microservices, Domain-Driven Design (DDD), Test-Driven Development (TDD)

**AI & Data:** RAG (Retrieval-Augmented Generation), LLM Integration (Claude Sonnet, GPT), Semantic Search, Embeddings, Document Chunking, Prompt Engineering

## Work Experience

Intercom ([intercom.com](https://intercom.com)) – AI/Customer Support – London

### Product Engineer III

**Feb 2025 – August 2025**

As a Product Engineer on the AI Agent team, I was responsible for developing and maintaining the testing infrastructure for the Fin AI agent. I worked full-stack with Ruby on Rails, TypeScript, React, and Python to build comprehensive platforms that enabled customers to evaluate AI responses across multiple scenarios. My primary focus was on enhancing the Batch Test platform and Preview features with Impersonation capabilities, allowing customers to test AI interactions with real users across different brands, languages, and audience-specific rules. I extended the AI codebase's testing capabilities using Python, enhanced testing workflows for content and guideline validation, and led redesign initiatives for the Batch Test interface.

#### Main achievements:

- Developed full-stack features using TypeScript and React for the Fin AI agent's Test page, a key feature used by over 50% of adopting companies to build confidence in the AI.
- Successfully launched the Impersonation feature to open beta for thousands of customers, allowing them to conduct tests that mirror real-world customer interactions.
- Developed a Live E2E testing feature with Cross-Window Authentication, enabling customers to seamlessly test the messenger's functionality directly on their websites for more accurate validation.
- Extended Python testing capabilities for the AI codebase, collaborating with AI engineers and cross-functional teams to enhance workflows for guideline validation and content deployment.
- Improved Messenger platform stability for millions of end-users by identifying and resolving 4 critical bugs, ensuring a more reliable customer communication channel.
- Built a Preview integration for the Impersonation feature, enabling customers to test AI interactions with real users instead of default test accounts. This implementation provides comprehensive, user-specific testing capabilities covering multiple brands, languages, locations, and audience-based rules for in-depth validation.
- Led multiple redesigns of the Batch Test interface to enhance usability and create a more intuitive user experience.
- Enhanced testing workflows to support guidelines, content deployment, and workflow validation.

Smart (smartpension.co.uk) – Pensions/Finance – London

### Senior Software Engineer

Sep 2022 – May 2024

As a Senior Software Engineer, I developed and managed the Holdings domain, the primary system of record for customer asset holdings.

#### Main achievements:

- Led a critical investment data pipeline using Sidekiq Batches, reducing total processing time by over 90% through enhanced orchestration and error handling.
- Implemented automated monitoring with Datadog on AWS infrastructure, providing real-time visibility and significantly improving overall system reliability.
- Enhanced the system of record by designing a real-time funds calculation service that incorporated pending transactions, increasing processing speed by 50% and enabling immediate handling of all transaction types.
- Achieved 99.2% test coverage for the Holdings API using Test-Driven Development (TDD), ensuring robust and maintainable code.
- Defined goals and set priorities to support team objectives, aligning tasks with project timelines and deliverables.
- Architected the background job processing system using Sidekiq Batches, defining the complete workflow for asynchronous tasks.
- Evaluated candidates' technical skills through code interviews and participated in the hiring process.

Simply Business (simplybusiness.co.uk) – London

### Senior Software Engineer

Nov 2021 – May 2022

- Developed backend APIs for customer-facing online portals using Ruby on Rails, emphasising Test-Driven Development (TDD), pair programming, and integration with Docker, OpenAPI, and MongoDB.
- Engineered event-driven architectures by creating and consuming Kafka events, while monitoring performance and managing alerts using New Relic to ensure optimal system reliability.
- Modernised and maintained legacy systems, refactoring monolithic applications and resolving critical issues to improve stability and performance.

Arbnco (arbnco.co.uk) – Glasgow

### Lead Engineer

Jun 2018 – Sep 2021

At Arbnco, I began as a Senior Software Engineer and progressed to Lead Engineer, guiding a cross-functional team and encouraging a culture of quality, innovation, and continuous improvement. During my tenure, I introduced GraphQL, integrated renewable energy APIs, and refined agile practices to streamline development and enhance product capabilities.

- Led a team of five developers across four projects, driving backend development with Ruby on Rails and frontend applications with Angular, while promoting best practices in Ruby Service Objects, RESTful API design, GraphQL, and TDD for modular and maintainable code.
- Pioneered the adoption of GraphQL within the company, integrating it into three projects and providing comprehensive training on its use, including advanced techniques like batch-loader implementation and robust error handling.
- Led the integration of open-source renewable energy tools such as the REopt Lite API and NREL SAM into our products, enhancing the company's technical capabilities and product offerings.

Rockstar Coders (www.rockstarcoders.com) – Remote

### Senior Full Stack Engineer

Jan 2017 – Feb 2018

Brazil Technology – Brazil

### Software Engineer

May 2014 – Jan 2016

## Education

Bachelor of Science in Computer Science, Federal University of Piauí (UFPI)

Aug 2009 – Jan 2014