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Date of birth: 21/02/1984 **Nationality:** Portuguese

WORK EXPERIENCE

[01/04/2024 – Current]

Software developer

Checkmarx

City: Braga | **Country:** Portugal

[01/06/2023 – 29/02/2024]

Software Developer

Farfetch

City: Porto | **Country:** Portugal

Collaborative Development: Actively collaborated with cross-functional teams and product managers, playing a pivotal role in enhancing product features. Demonstrated exceptional teamwork and communication, facilitating seamless integration of innovative solutions.

High-Transaction Service Management: Spearheaded developing and maintaining a critical high-transaction service, overseeing a complex legacy system. Focused on optimizing the connection between customer orders and refund calculations, leading to a marked improvement in transaction handling efficiency.

System Migration: Key role in the successful and significant boost in system efficiency and reliability. This effort included also modernizing unit tests and enhancing performance, showcasing my commitment to technical excellence.

API Development and Architecture: Designed and implemented APIs for new functionalities, significantly improving system integration and expanding service capabilities.

Regulatory Compliance and Risk Management: Gained invaluable experience in ensuring code reliability and testability within a highly regulated environment. Developed a thorough understanding of risk management practices and regulatory compliance, ensuring our projects adhered to industry standards and legal requirements.

Technical Skills:

Programming Languages: C#

Frameworks: .NET Core, ASP.NET MVC, Entity Framework

Testing Tools: xUnit, SpecFlow

Data Access: Dapper, EntityFramework

Message Brokers: Kafka

Caching: Redis

Containerization: Docker

Version Control: Git

Project Management: Jira

Continuous Integration/Continuous Deployment: Team City, Jenkins, Octopus Deploy

Monitoring and Logging: New Relic, Logz.io

[30/09/2018 – 01/05/2023] **Software developer**

Checkmarx

City: Braga

Debugging in Microservice Architecture: Debugg and identify issues within a microservice architecture in AWS-deployed systems, interacting with diverse databases. Deep analysis of system logs, monitored service performance, and executed strategic fixes, significantly boosting system reliability and performance.

Innovative Tool Development: Spearheaded the creation of an internal tool designed to streamline daily tasks, involving extensive investigation into various logs. This tool dramatically enhanced efficiency and productivity within the team.

Exceptional Technical Support: Provided expert technical support to customers, skillfully addressing inquiries, diagnosing issues, and delivering prompt solutions. Achieved high levels of customer satisfaction through adept use of diagnostic tools and methodologies.

Cross-Functional Team Collaboration: Collaboration between development and product teams, ensuring customer issues were resolved swiftly. Demonstrated exceptional teamwork and communication skills, facilitating effective interdepartmental cooperation.

Comprehensive Issue Documentation: Documented and tracked customer issues and resolutions in a detailed manner, significantly improving support process efficiency. Developed and maintained an extensive support documentation library, including knowledge base articles and FAQs, to empower self-service and reduce repeat inquiries.

Priority Issue Management: Identified and expedited the resolution of priority issues, ensuring timely attention and resolution. Made significant contributions to bug fixes and product enhancements, driving continuous improvement.

Technical Skills:

Programming Languages: C#, SQL, JavaScript

Frameworks and Libraries: .NET Core, ASP.NET MVC, Entity Framework, React, ANTLR

Testing Tools: xUnit

Messaging Systems: RabbitMQ, ActiveMQ

Database and Caching: Redis, DynamoDB

Containerization: Docker

Version Control and Project Management: Git, Jira, TFS

CI/CD Tools: Team City, Jenkins

Monitoring and Management: Elastic, Salesforce

[02/08/2009 – 29/09/2018] **Engineer**

Wytec Lda

City: Povoa de Varzim | **Country:** Portugal

- Responsible for technical department.
- Online content management and remote support.
- Reconstruction, repairing and calibration of laboratory machines, hematology, biochemistry and immunology machines.
- Installation , configuration and computer repair.

[17/02/2001 – 29/10/2008] **Computer technician**

Bitmega

City: Povoa de Varzim | **Country:** Portugal

- Repair and assembly of computers Installation and maintenance of software, structured networks, assembly of servers
- Responsible for internal technical department.
- Responsible for external technical department Support and assistance to companies
- Installation and maintenance of software phc, gespos

EDUCATION AND TRAINING

[28/09/2017 – 13/04/2021] **Application Development Master Degree**

Instituto Politécnico do Cávado e do Ave

Address: Vila Frescaínha S. Martinho, 4750-810, Barcelos, Portugal | **Field(s) of study:** Information and Communication Technologies | **Final grade:** 16 | **Level in EQF:** EQF level 7

[26/09/2011 – 30/07/2017] **Computer Systems Engineering**

Instituto Politécnico do Cávado e do Ave

City: Barcelos | **Country:** Portugal | | **Level in EQF:** EQF level 6

Global: Discrete Mathematics and Linear Algebra, Mathematical Analysis, Statistics

Fundamentals of Physics, Numerical Methods

Professional: Algorithms and data structures, Programming language, Storage and access to data

Software Engineering, Multimedia, and Web technology.

[12/01/2015 – 12/03/2015] **Trainer's pedagogical skills**

ADLML - ASSOCIAÇÃO DE DESENVOLVIMENTO LOCAL DO MINHO LIMA

City: Porto | **Country:** Portugal |

Analyze the intervention context of the training

Apply diversity management methodologies in the context of training

Apply techniques of pedagogical interaction and dynamization of training groups

Assign and report results of training and learning

Design the tools for evaluating training and learning

Conceiving/exploring didactic and multimedia resources

Designing the training program Plan learning activities

Use and manage collaborative and learning platforms

[22/11/2016 – 28/05/2017] **Java Developer**

Rumos

City: Porto | **Country:** Portugal |

Fundamentos do Java SE 7, Java SE 7 Programming, Java Enterprise

LANGUAGE SKILLS

Mother tongue(s): Portuguese

Other language(s):

English

LISTENING C1 **READING** C1 **WRITING** B1

SPOKEN PRODUCTION B2 **SPOKEN INTERACTION** B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Digital Skills - Test Results

Information and data literacy		**ADVANCED**	Level 6 / 6
Communication and collaboration		**ADVANCED**	Level 6 / 6
Digital content creation		**ADVANCED**	Level 6 / 6
Safety		**ADVANCED**	Level 5 / 6
Problem solving		**ADVANCED**	Level 6 / 6

Results from [self-assessment](#) *based on* [The Digital Competence Framework 2.1](#)

DRIVING LICENCE

Cars: B

MANAGEMENT AND LEADERSHIP SKILLS

Decision Making

Making critical decisions impacting team performance and project success, utilizing thorough analysis and sound judgment.

Delegation

Assigning tasks to maximize team productivity, matching responsibilities with individual skills and capacities.

Strategic Planning & Execution

Setting precise objectives, optimizing resource allocation, and steering projects to successful completion with a strategic approach.

Adaptability

Adjusting to new challenges, changes in project scope, or shifts in team dynamics.

Continuous Learning

Committing to self-improvement and staying abreast of industry trends, technologies, and leadership best practices.

COMMUNICATION AND INTERPERSONAL SKILLS

Effective Communication

Excellent in both verbal and written communication, adept at simplifying complex technical issues for non-technical stakeholders.

Team Collaboration

Demonstrated success in fostering positive team dynamics, contributing to and enhancing collaborative efforts in diverse team settings.

Conflict Resolution

Skilled in mediating team disputes, ensuring a cohesive and positive work environment through effective conflict resolution strategies.

Mentoring & Coaching

Committed to the professional growth and development of team members, offering constructive guidance and feedback.

Customer Service

Outstanding customer engagement skills, proficient in addressing inquiries, supporting needs, and cultivating loyalty through exceptional service.

Problem Solving

Approaching challenges with creativity and resourcefulness to find solutions.