ALBERTO FLAVIO

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SOFTWARE ENGINEER | FULL-STACK
Bachelor's Degree in Computer Science
C# | Node | React | TypeScript | SQL | AWS | Twilio | SCRUM

Tampa, FL, 33511

SUMMARY :

Experienced Software Engineer specializing in Node.js, cloud-native applications, and scalable API architectures. Proven track record in leading teams, mentoring engineers, and delivering high-quality solutions with modern DevOps and CI/CD workflows.

SKILLS :

- **Languages::** JavaScript, TypeScript, Node.js, React.js, Next.js, C#, .NET, Angular.
- **APIs & Back-End:** RESTful APIs, GraphQL, Microservices, Serverless Architecture.
- **Database:** PostgreSQL, MSSQL, Oracle, MongoDB, REDIS.
- **Cloud:** AWS (Lambda, EC2, S3, DynamoDB, API Gateway, ELB, ECS, SQS).
- **CI/CD & Testing:** Git, Rusky, Jest, Jenkins and Kubernetes.
- **Soft Skills:** Problem-solving leadership, Cross-functional collaboration, Adaptability, Critical Thinking.

EDUCATION :

Bachelor's Degree in Computer Science
Universidade Anhembi Morumbi, 01/2018 - 12/2022, São Paulo, Brazil

Associate of Science in Information Technology
SENAC - São Paulo, 01/2002 - 12/2003, São Paulo, Brazil

CERTIFICATIONS :

AWS Certified Cloud Practitioner - AWS, 05/2024

Professional Scrum Developer, PSDI - SCRUM.ORG, 02/2024

EXPERIENCE:

Software Engineer - Nymbl, 04/2024 - Present
- Designed and maintained a responsive web application for the healthcare industry, providing doctors with access to imaging results and tools to analyze medical exams.
- Developed a containerized backend using Node.js and PostgreSQL, orchestrated with Docker Compose to ensure seamless local development and deployment.
- Streamlined deployments with CI/CD pipelines using CircleCI, reducing downtime by 40%.
Technologies: Node.js, React.js, TypeScript, PostgreSQL, CircleCI.

Software Engineer (Consultant) - HughesNet, 04/2023 – 06/2024
- Defined and implemented end-to-end solutions, including Twilio Flex workflows, AWS integrations, and system architecture.
- Collaborated with stakeholders to gather requirements and deliver detailed technical and functional specifications.
- Customized Twilio Flex using React.js and Node.js, improving customer support platforms.
- Conducted unit and integration testing using tools like Jest.
Technologies: Twilio, Node.js, React.js, AWS, Heroku, GitHub

Software Engineer / Team Lead - DASA, 10/2021 – 03/2023
• Played a key role in earning recognition as the best customer service product, driving innovation in automated workflows and system reliability.
• Led and mentored a cross-functional team of 3 developers and 1 QA, fostering collaboration to deliver scalable web applications and Twilio-based solutions for WhatsApp and IVR platforms, driving improvements in customer engagement and operational efficiency.
• Increasing the number of cases resolved through automated customer service by 30% by designing a microservices architecture to process real-time data from Twilio Event Streams
• Built scalable messaging systems using AWS SQS and SNS to streamline asynchronous processing.
• Developed and automated workflows using Twilio Functions, TaskRouter, and Queue and Skills, streamlining task routing and improving scalability.
Technologies: Node.js, React.js, Twilio, AWS.

Technical Leader / Software Engineer - Pro-Packages, 09/2019 – 10/2021
• Increased sales by 25% by implementing a financial module using React.js and .NET.
• Improved database performance by optimizing queries, reducing execution time by 30%.
• Supervised feature integration across front-end and back-end systems.
Technologies: .NET, Angular, React.js, MySQL

Solution Architect / Software Engineer - Mutant, 01/2019 – 09/2019
• Led a team of 6 developers to build one of Brazil's most frequented IVR systems for Claro Brasil, handling over 10M monthly interactions.
• Designed and implemented solutions integrating REST/SOAP APIs and custom business rules, significantly improving customer retention and service scalability.
• Managed and optimized a MySQL database, ensuring high performance and reliability for large-scale interactions.
• Delivered implementations that increased problem resolution rates by 20-40% through electronic customer service solutions.
Technologies: .NET, SQL, VB6, MySQL, API

Software Engineer - Pro-Packages, 05/2018 – 01/2019
• Implemented software enhancements for financial audit systems using VB6, .NET, and Crystal Reports.
• Designed a web-based inventory management system using Node.js, React.js, and MSSQL.
Technologies: VB6, C#, Node.js, React.js, MSSQL

Software Engineer - Mutant, 07/2017 - 05/2018
• Implemented major software enhancements in a IVR (Interactive Voice Response) system. Utilizing VB6, C#, XML, web services and MySQL.
• Participated in daily scrums and JIRA. Provided technical advice on bugs and enhancements.
• Designed and developed a test tool using Groovy, integrated with SOAPUI, this tool
load a log and create SOAP mocks to debug a IVR interaction.
Technologies: .NET, SQL, VB.NET, C#, MySQL, API

Software Engineer - Sysopen, 09/2010 – 07/2017
• Developed and maintained the Recupera system, a debt collection platform utilized by major clients like Itaú and Renner, supporting high-volume financial transactions and critical business operations.
• Designed and optimized complex database structures in MSSQL and Oracle, creating efficient stored procedures, triggers, and views to handle large-scale data processing.
• Collaborated with stakeholders to gather requirements and implemented new features, enhancing functionality and user experience.
Technologies: C#, .NET, Web Forms, MSSQL, Oracle