

Vitor Santos Martins

Brazilian, Single, 28

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PROFESSIONAL EXPERIENCES

Senior Software Engineer, Stone Payments – Customer Support (2023 - Present)

- Scaled products to support an acquired operation, incorporating new business rules into the existing software ecosystem.
- Operation Customer lifecycle events application, with Golang REST API and Workers (goroutines), SQS and MongoDB (DocumentDB) processing large scale data.
- Developed a multi-organization CRM platform, with a NestJS backend monorepo, enabling seamless collaboration between development teams and effortless sharing of code modules.
- Developed an authentication app, working as a hub for different services to perform authorization and authentication, using Golang and Redis
- Led infrastructure migration efforts and implemented CI/CD pipelines using GitHub Actions, integrated with AWS Kubernetes (EKS) to enhance deployment efficiency and scalability.
- Design of system architecture for platform, including a front-end monorepo with React and NX

Tech Lead, Stone Payments – Customer Support (2020 - 2023)

- Lead a team with 8 developers with multiple skills and scaled services to support more than 2000 full-time agents operation.
- Improved legacy databases' performance using triggers and indexes in PostgreSQL.
- Communications log service - tool for storing customers history of email communications.
- Enhanced Rest APIs observability, safety improvements and better CI/CD pipelines.

Full Stack Developer, Stone Payments – Customer Support (2019 - 2020)

- Planned, programmed, and led the development of customer support tools, employing React for the front-end, connecting to Node.js REST APIs, and integrating with Salesforce CRM.
- Contributed to the creation of real-time dashboards displaying information from multiple support channels (Phone, Chat, Email, and Whatsapp) using ETL, websockets, and React pages.
- Planned and developed automation tools to generate agents' weekly work schedules by leveraging data from workers' databases and incoming calls, with Python and PostgreSQL.

Internship, Stone Payments – Customer Support (2017 – 2018)

- Contributed to the Xavier project, a tool aimed at predicting and assisting in customer problem-solving using API integration and business rules, with Node.js and React

EDUCATION

Software Architecture, Postgraduate - FIAP (2023-2024)

Telecommunications Engineering – Universidade Federal Fluminense- UFF (2014 - 2018)

LANGUAGES

Native Portuguese, Advanced English

SKILLS

Programming languages: JavaScript, Typescript, Golang, Python

Libraries, Frameworks and Environments: Node.js, Nest.js, Express, Chi, Gin, React, Flask, Pandas

Databases: Postgresql, Redis, MongoDB

Observability: Prometheus, Grafana, Datadog, New Relic, Open Telemetry

Distribution: Kubernetes, Docker, GitHub Actions, Git, Terraform,

Cloud services: AWS, Microsoft Azure,

Technical Knowledge: GitHub, Clean Code, Design Patterns, Refactoring

Salesforce.com Expert: Lightning Components, Web Components, Apex Classes, Triggers, VisualForces

Databases and Tools: PostgreSQL, DbUP, Prisma, Metabases