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Top Skills

Redis
PostgreSQL
User Experience (UX)

Languages

Inglês (Native or Bilingual)
Português (Native or Bilingual)

Ivo Furtado Santiago

Senior Software Engineer | React, Next.js, TypeScript
Belo Horizonte, Minas Gerais, Brazil

Summary

As a Senior Software Engineer at Appcues, I work on the core product that helps thousands of customers create personalized and engaging experiences for their users. I am responsible for improving the UX, data reports, and engagement features, using React, Redux, Redux-Saga, and Javascript/Typescript.

I have over six years of experience as a full stack engineer, with a passion for web technologies, design, and sports. Before joining Appcues, I was a Senior Software Engineer and a Team Captain at GoodTime.io, where I architected and implemented new features, contributed to the technical roadmap, and led a team of engineers on the main company's product. I have also used technologies such as Node.js, Redis, Postgres, and PHP in my previous projects.

Experience

Appcues

Senior Software Engineer

May 2022 - Present (2 years 2 months)

Software engineer working on the core product, responsible for enhancing the user experience, improving data reports, and increasing user engagement.

Key Projects:

- Account and User Profile: Developed the functionality and user experience of the Account and User Profile.
- User Onboarding: Implemented and refined user onboarding processes to improve engagement and retention.
- In-App Survey Response: Integrated in-app survey response features for better user feedback collection.
- Account Management Enhancements: Improved account management functionalities, including trial management and team collaborations.
- Platform Migration: Collaborated on migrating the platform to a new structure, enhancing performance and scalability.

- Sonar: Developed and maintained Sonar, a component library that enhances frontend development efficiency.
- Data Transfer Protocol - GraphQL: Proposed and implemented a data transfer protocol using GraphQL to improve data handling and API performance.

GoodTime.io

4 years 7 months

Senior Software Engineer

November 2017 - May 2022 (4 years 7 months)

Spearheaded the development and implementation of key features for the GoodTime product in a fast-paced, team-oriented, and entrepreneurial environment.

Key Projects:

- Insights: Developed a feature providing instant visibility into key hiring metrics, enabling pattern identification and process improvements.
- Interviewer Training: Automated training processes to enhance interviewer skills.
- Zoom Integrations with Smart Links: Engineered a solution to generate Zoom links for interviews, ensuring no conflicts with other host events.
- Rain Component Library: Built and maintained a reusable component library to streamline frontend development.
- Micro Frontend: Initiated the breakdown of the frontend into smaller, modular packages for improved scalability and maintainability.

Team Captain

July 2021 - April 2022 (10 months)

Led a team of engineers focused on the main company product, driving strategic execution of OKRs and fostering continuous improvement.

Responsibilities:

- Team Leadership: Guided a team of engineers, ensuring alignment with company strategy and objectives.
- Strategy Execution: Collaborated with the Strategy Leader to design scalable processes and provided feedback for performance conversations.
- Continuous Improvement: Implemented strategic initiatives to enhance team functionality and project outcomes.

Brane

Software Engineer

June 2015 - November 2017 (2 years 6 months)

Belo Horizonte Area, Brazil

Software Engineer working remotely as a contractor for companies in the United States.

CareMessage

Software Engineer

June 2015 - November 2017 (2 years 6 months)

San Francisco Bay Area

- Frontend Development: Developed rich and interactive user interfaces.
- Mentorship: Coached and mentored team members on best software practices, fostering a culture of continuous improvement.
- Team Leadership: Led a lean team focused on enhancing the quality of CareMessage experiences in Patient Outreach & Engagement, driving key improvements and innovations.

Hekima

Software Engineer

January 2014 - May 2015 (1 year 5 months)

Belo Horizonte Area, Brazil

Software Engineer responsible for developing interfaces for big data systems using HTML, CSS, JavaScript, AngularJS, Karma, and D3. Implemented prototype for content sharing app using Ionic.

Macy's

Software Engineer

September 2013 - December 2013 (4 months)

San Francisco Bay Area

Software Engineer responsible for front-end in the project that adds to Macy's e-commerce the functionality to the users buy online and pick up their product in a physical store.

Technologies used: HTML, CSS, YUI, Java, Tiles, Spring, Git.

Avenue Code

Software Engineer

March 2012 - December 2013 (1 year 10 months)

Belo Horizonte Area, Brazil

Software Engineer working remotely as a contractor for companies in the United States. Developed the first phase of the internal project which will

provide access to software quality metrics for all projects undertaken by the company.

Technologies used: jQuery, Javascript, HTML, CSS, JSP, Spring MVC and Java.

Gap Inc./Gap

Software Engineer

March 2012 - August 2013 (1 year 6 months)

San Francisco Bay Area

Software Engineer responsible for developing front-end interfaces with a rich experience for the user. This project has added features to the old system that allowed the GAP's franchise to make their requests more easily and simplified the way the changes are notified to the same franchises.

Technologies used: AngularJS, jQuery, Javascript, HTML, CSS, JSP, Spring MVC, and Java.

Arconics Ltd

Software Engineer

June 2011 - February 2012 (9 months)

Dublin, Ireland

Software engineer responsible for implementing prototypes of mobile applications company used for demonstrations at conferences and with clients. Assisted in the maintenance of applications for managing information between pilots of civil aviation and for scanning and editing manuals of aircraft.

Technologies used: Java, JSP, XML, HTML, CSS, SQLite, Javascript, jQuery, jQuery UI and jQuery Mobile.

Office of International Affairs - UFV

Internship

January 2010 - January 2011 (1 year 1 month)

Intern responsible for the website of the Office of International Affairs and the system to control hosting and allocation for foreign students.

Technologies used: HTML, CSS, JavaScript, PHP, MySQL

No Bugs - Empresa Júnior de Informática

Member

May 2006 - December 2010 (4 years 8 months)

"No Bugs" is a junior company that works within the Federal University of Viçosa organized by the students of Computer Science. I worked as a project manager and developer for small-scale projects (2007-2008). As President (2008-2009), I worked to ensure the corporate structure and to continue to improve the company. As Administrative Advisor (2009-2010), I helped the management to maintain the characteristics of the company and face new challenges.

Education

Universidade Federal de Viçosa

Bachelor, Computer Science, Computer Science · (2006 - 2010)