

# Pedro Veloso

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## Summary

As a passionate IT professional, I bring a wealth of experience in team leadership, management, and development to the table. My career has taken me on an exciting journey, starting as a programmer and then branching off as an eCommerce Technical Leader before further progressing to managing Google and AWS platforms, where I honed my back-end and front-end development skills. More recently, I have focused on technical leadership, empowering teams to turn business needs into customer-focused solutions.

As an advocate for the wider web community, I have participated in meetups as a guest as well as a speaker in universities for knowledge sharing and learning. Additionally, I have coached, mentored, and provided technical guidance to other engineers, while also contributing to growth in preparation for their future challenges.

Originally from Brazil, I have lived in several countries, including the United States, Canada, and now Australia. My love for different cultures, sunshine, and good music has made me a people person, and my language skills in Portuguese, English, and Spanish make me comfortable working with people from all backgrounds. I am open to relocating anywhere in the world, and if the work is fully remote, I am available to perform my duties at any time and any timezone, as I am accustomed to doing so.

## Experience

### eCommerce Technical Leader

Lorna Jane

Oct 2021 - Present (1 year 7 months)

Extensive experience in Agile project management, technical leadership, and software development has been gained, with the focus always on delivering customer-targeted products efficiently and with fewer bugs. Postman JavaScript and Python scripting have been utilized for API testing and implementation, alongside Postman collection development for API implementation in team workspaces. Coordination of tasks and ensuring timely delivery have been overseen with developers, testers, and BMs.

Task prioritization and workflow optimization were consistently a priority for efficient project management, accompanied by exceptional communication skills for precise documentation of tasks, requirements, and project delivery. Proficiency in systems administration, including SF Commerce Cloud, Emarsys, Einstein, Comestri, Adyen, and management of both MS and SF stacks, further complemented these efforts.

Experience included mobile development project management, Salesforce Commerce Cloud project assistance, and BM responsibilities. Effective communication with stakeholders was maintained via various tools such as Slack, Atlassian, MS Teams, Zoom, and Google Meet to ensure transparency throughout projects and ticket support.

Technical and non-technical documents were written to document development and project outcomes. Meetings were coordinated with internal and external stakeholders, and external partners' developments were followed up on. Performance reviews of developers were conducted, and video tutorials were developed for end-users and staff members. Expertise in Google tools scripting,

administration, and role implementation, including Tag, Analytics, Search, AdWords, etc, was also demonstrated.

## **Manager/Principal Technical Lead**

Moda MarieClaire

Jul 2017 - Feb 2023 (5 years 8 months)

As an administrator, various systems were managed, such as AWS stack, Google Platform, Google Console, and eCommerce website. Both internal and external development teams were led using an Agile approach to project management and technical leadership, with a focus on delivering customer-focused products.

Task and workflow prioritization played a critical role in managing team and task performance, while technical and non-technical documentation for policies and procedures, app development, and projects were written. Improvements to systems under development and previously developed were reviewed and recommended. Jira, Confluence, and Bitbucket were utilized for app development and project management.

Google tools scripting was implemented and managed for tools such as Google Tag, Analytics, Search, AdWords, Portal Administration, and role implementation. Facebook, Instagram, and Blog implementation, management, and updates were also managed, along with the development of external parties. Supporting both internal and external projects was an essential part of the role, including acting as a BM and Social Media Integrations consultant when necessary. eCommerce platforms across multiple regions were managed and maintained, and communication with stakeholders ensured transparency during projects and ticket support.

Web-based applications were also managed for several countries, such as the USA, AU, and Vietnam, while X-Cart and WP-based applications were developed and tested.

## **Senior System Engineer**

Orro Group

Feb 2021 - Jul 2021 (6 months)

As a technical solutions designer and developer, I was responsible for managing the entire software development lifecycle using agile methodologies. I used MS Project, Jira, Confluence, Bitbucket, and other tools to manage app development, documentation, task assignment, story breakdown, and project management, ensuring that projects were delivered in an agile fashion, and that technical solutions were aligned with customer needs.

Mentoring in-house/overseas junior and senior developers, testers, and business managers was a crucial aspect of my role, and I always prioritized the professional development of my team members. I ensured that they received the necessary support for technical skill development and provided guidance whenever required.

Communication with stakeholders was a vital component of my work, and I strived to maintain transparency throughout projects and ticket support. I managed projects and products with a focus on customer satisfaction by maintaining active communication and documentation in the development process.

As a Cisco Meraki API V0/V1 migration development manager, I ensured the smooth integration of systems and applications, providing technical leadership and support to team members. Code reviews were essential to achieve better product outcomes and internal and external stakeholders' satisfaction.

Team mentoring, leadership, task assignments, and prioritization were other critical aspects of my work. I worked with teams across multiple countries and time zones, developing stories and subtasks, ensuring efficient and effective project management.

I also wrote technical and non-technical documentation for policies and procedures, app development, and projects. My expertise in PHP and MySQL-based APIs, CMS, and modules development, with a strong focus on Object Oriented Programming, ensured that technical solutions were of the highest quality.



## Senior Full Stack Developer

### Swissport

May 2020 - Feb 2021 (10 months)

In this role, major PHP projects were developed utilizing AWS Lambda functionalities and Serverless Frameworks. Cloud-based software was developed on AWS using several AWS tools including Serverless Framework, CloudFormation, Lambda Functions/Layers, ECR, S3, RDS, API Gateway, SQS, and SNS using PHP, Javascript, and SQL. RESTful APIs were implemented for service capture, data entry, metrics gathering, and data pipeline auditing using AWS API Gateway, OpenAPI, and JSON Schema. Additionally, data pipelines were built for real-time consumption, translation, analysis, and output of third-party flight data using AWS Lambda, SQS, SNS, and RDS. Monitoring dashboards were also built using CloudWatch Insights and CloudWatch Dashboards.

Assisting with toolings such as deployment pipelines (Bitbucket Pipelines), test runners, database schema, and fixture deployers to facilitate CI/CD and other DevOps processes using Docker, BASH scripting, and Linux command line tools was another responsibility. Angular/TypeScript development was also utilized for serverless endpoint applications implementation, and the focus was on being an AWS tools specialist with a focus on S3 Bucket, CloudFront, API Gateway, and several other AWS tools.

Tasks included prioritizing tasks and workflow for better team/task management, serverless, and AWS API Gateway implementation for faster delivery of services across several implementations and use by hundreds of thousands of users. Development was performed in Linux, Apple, and Windows.



## Senior Developer Technical Lead

### TaxiTank

Jan 2020 - May 2020 (5 months)

As the lead developer, overseeing the technical design, planning, and implementation of the Slim and Symfony frameworks with Aurora/MySQL databases was my responsibility. Our team worked collaboratively to develop roadmaps and adopt a scrum-based approach for delivering an MVP.

My team was tasked with full restful API development and minor development in Angular 8 for our internal client-base app. Additionally, I provided guidance and worked closely with our DevOps team in several production and development environments.

One of the significant contributions I made was to implement standards and improve the legacy codebase. To provide dynamic API documentation, development, and test implementation, I implemented swagger and open API 3.0 annotations across the entire codebase that had none.

Efficiently delivering the MVP was possible with my team of three in-house back-end developers, two front-end developers, one tester, one database designer, and one DevOps, which I led as well as three other managed members overseas which include a tester, a database analyst and a front-end developer. Additionally, I assisted in the creation of fully automated CI/CD pipelines for code deployment using GitLab, Atlassian tools, and bash shell.

I also implemented bank feeds through the use of Yodlee (similar to Credit Sense) to incorporate financial data into our internal application for data analysis. To deliver auto and functional tests, I provided Agile coaching, and peer reviewing, and shadowed developers when required.

Technical documentation related to all system architecture and processes with MS Office tools and Atlassian tools in an Agile environment was my responsibility. I had exposure to microservices-oriented architecture and continuous integration with Docker and Lando.

As the maintainer for all major applications, I led peer review, merging, and tagging major updates across Symfony and Slim frameworks, across sprints.



## **Senior Software Engineer**

Sep 2017 - Dec 2019 (2 years 4 months)

Expertise in Laravel Framework has been employed in different environments such as Vagrant, Homestead, and AWS Hybrid environments, all running on Linux. APIs that are suitable for production and capable of over 400000 calls per month have been created and implemented. A wide range of technologies including PHP, MySQL, HTML5, CSS, Ajax, JQuery, XML, SOAP, Angular, CakePHP, Symfony, Lumen jQuery, Python, and JavaScript have been utilized, which enables the development of both back-end web applications and front-end layouts using Twitter Bootstrap and Foundation frameworks. Implementation of various JavaScript frameworks has been carried out, with support for Magento plugins.

Object-Oriented Programming (OOP) principles drive the deployment process, and Agile methodologies such as Scrum and Kanban are used to manage projects. Abstraction, Rich Models, and Model View Controller (MVC) oriented development are also familiar areas of expertise. Git versioning control has been used, with both Bit Bucket and GitHub repositories utilized for managing code.

The administration of Linux-based systems and Docker applications has been facilitated by my knowledge of LEMP/WAMP/XAMP. Additionally, I have experience creating secure store items and setting up SSL certificates for websites. I have also implemented payment APIs, such as PayPal and Stripe, to facilitate online transactions. As part of my responsibilities, I have reviewed, analyzed, modified, encoded, tested, debugged, and documented web programming systems to ensure high-quality deliverables.



## **Lead IT Programmer Analyst**

Sniip

Nov 2015 - Dec 2017 (2 years 2 months)

Leading and mentoring a team comprising two testers, a database manager, an IOS developer, a product owner, and an Android developer, both in-house and virtually in Vietnam, was a crucial responsibility during my work experience. As an Agile practitioner, facilitating the translation of business requirements into clear and meaningful information for the team was a critical aspect of my role. This streamlined the project's execution and ensured successful outcomes.

My preferred tools for back-end API implementations are Laravel and Lumen Frameworks, deployed across various environments such as local, development, and production, utilizing tools like Vagrant, Homestead, and AWS stack, running on Linux. Proficiency in developing APIs that support information exchange for iOS and Android (Java-based) mobile applications has been a hallmark of my experience. In addition, I have developed PHP, MySQL, HTML5, CSS, Ajax, jQuery, XML, SOAP, Angular, and JavaScript web applications, enabling me to create robust back-end web applications and visually appealing front-end layouts using Twitter Bootstrap and Foundation.

Abstraction, Rich Models, and MVC orientation drive my development process. It was crucial to control versioning the utilization of Git, effectively managing code using both BitBucket and GitHub repositories. Vast knowledge of Linux, PHP Storm, and LEMP/LAMP administration allows me to create secure store items and manage SSL certificates for apps proficiently. Furthermore, implementing payment APIs such as PayPal and Stripe successfully ensures secure and hassle-free user experiences for online transactions.

Reviewing, analyzing, and modifying web programming systems, including encoding, testing, debugging, and documenting programs, has been an integral part of my experience, delivering high-quality results. With my expertise and skillset, I am confident in tackling any web development project with efficiency, attention to detail, and precision.

## **PHP Developer**

### **SMG**

Feb 2015 - May 2015 (4 months)

My expertise in web development is diverse, encompassing a range of technologies and frameworks. I am highly skilled in back-end web application development using the Laravel Framework in Vagrant/Homestead environments on Linux. Additionally, I have extensive experience in developing pages using PHP, MySQL, HTML5, CSS, Ajax, JQuery, and JavaScript, enabling me to create robust back-end web applications and visually appealing front-end layouts using Twitter Bootstrap.

I am driven by an emphasis on abstraction, Rich Models, and Model View Controller (MVC) oriented development, resulting in highly efficient and well-structured code. I have a strong understanding of Git versioning control and have effectively managed code using both BitBucket and GitHub repositories. My experience in Agile methodologies has allowed me to streamline development processes and deliver successful outcomes.

In addition to my technical expertise, I possess extensive knowledge of Linux, PHP Storm, and LAMP administration, enabling me to create secure store items and proficiently manage SSL certificates for apps. I have implemented various payment APIs, including EziDebit, ensuring secure and hassle-free user experiences for online transactions.

Furthermore, I have experience in reviewing, analyzing, and modifying web programming systems, including encoding, testing, debugging, and documenting programs. My attention to detail and precision in delivering high-quality results make me confident in my ability to tackle any web development project.

### **IT Analyst Programmer Tutor**

Nova Scotia Community College - NSCC

Sep 2010 - Jun 2012 (1 year 10 months)

During my time at NSCC, I had the opportunity to work as a one-on-one tutor for students. I was responsible for assisting them in their understanding of course content, including a variety of subjects such as Office 2003/2007/2010, Logic & Problem Solving (Visual Logic), Programming with Visual Basic 2008, Oracle PL/SQL, Oracle DBA, Oracle Backup & Recovery, C#, C++, Java and Flex, Hardware, Software, and Networking.

I took great care to ensure that I met each student's unique expectations and learning styles while adhering to the established policies and procedures of NSCC. It was incredibly rewarding to see my students grasp difficult concepts and develop a deeper understanding of the course materials. Through my work as a tutor, I was able to foster a love of learning and help students achieve their academic goals.

## Education

### **Griffith University**

Master's Graduate Certificate, Information and Communications Technology with focus on Data Analytics and Cyber Security

2020 - 2020

### **Griffith University**

Master's Degree, ICT Enterprise Architecture

### **Griffith University**

Bachelor's Degree, Information and Communications Technology with a focus on Informatics and Database Systems

o Awarded Griffith Award for Academic Excellence 2014

### **Nova Scotia Community College - NSCC**

Associate's Degree, Information Technology

2010 - 2012

### **Faculdade Ruy Barbosa**

Computer Data Processing Degree, Information Technology

1999 - 2001

## Licenses & Certifications

### **CompTIA A+ - CompTIA**

COMP001020145194

 **MCPS: Microsoft Certified Professional** - Microsoft

 **MCSA: Windows Server 2003** - Microsoft  
C354-5454

 **MCTS: Microsoft Windows Vista, Configuration** - Microsoft  
C354-5458

 **MCITP: Enterprise Support Technician on Windows Vista** - Microsoft  
C354-5459

 **BIG DATA ANALYTICS: OPPORTUNITIES, CHALLENGES AND THE FUTURE** -  
Griffith University

 **Microsoft Certified: Azure Fundamentals** - Microsoft

## Skills

Laravel Lumen • PHP • Object-Oriented Programming (OOP) • Agile Methodologies • MySQL  
• Amazon Web Services (AWS) • Amazon S3 • Git • Software Development • Back-End Web  
Development

## Honors & Awards

 **Academic Excellence** - Griffith University  
2014