# Matheus de Paula

Full Stack Software Engineer

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## Professional Summary

Full Stack Developer with over +5 years of experience in building scalable B2B solutions focused on enhancing customer experience (CX). End-to-end involvement in the development lifecycle — from requirements gathering to production deployment — delivering high-performance and reliable applications. Proven ability to optimize user experience and operational efficiency for large national companies. Solid experience with modern cloud architectures, microservices, and CI/CD pipelines.

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## Skills

**Frontend**: React JS ( 5 years ) | TypeScript (4 years ) | NextJS ( 2 years )
**Backend:** NodeJS ( 5 years ) | Python ( 4 years ) | Flask ( 2 years ) | APIs RESTful ( 5 years ) | PostgresSQL ( 2 years )
**Cloud & Devops:** AWS ( Lambda  API Gateway  SQS SNS S3 ) | Docker | CI/CD | Git | Terraform

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## Work Experience

### Aktie Now, São Caetano do Sul - SP                    ( August 2022 – Present )

**Mid-Level Software Engineer**

● Developed custom applications and integrations for Zendesk platforms, resulting in direct improvements in customer experience and reduced average handling time.
● Implemented automated CI/CD pipelines, minimizing production failures and accelerating the delivery cycle.
● Supported the sales team by analyzing opportunities, gathering requirements, defining assumptions, estimating effort hours, and contributing to the creation of technical scopes and commercial proposals.
● Built scalable and decoupled cloud-based microservices using AWS, SQS, and SNS.
● Maintained and enhanced internal libraries, increasing code reusability and team productivity.
● Documented projects and processes in a structured way, facilitating onboarding and technical alignment across teams.
● Designed and customized branded Help Centers for major Brazilian enterprises, aligning user experience, responsive design, and integration with external platforms.
● Led data migration projects for Zendesk environments with over 1.000.000 tickets, ensuring data integrity and operational continuity.

## Nova Tendência, Juiz de Fora - MG

**Backend Software Engineer**                                   (April 2022 – October 2022) - 6 months

- Maintained and improved legacy Java systems, ensuring service stability and continuity.
- Developed integrations with authentication platforms using AWS Cognito for secure and scalable access control.
- Collaborated with the development team in requirements analysis and code reviews, contributing to the quality of deliverables.

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## Smart NX, Juiz de Fora - MG                    (December 2019 – April 2022) - 3 years

**Junior Backend Engineer + QA Intern**

- Developed critical integrations with external APIs (payment gateways, credit analysis), increasing transaction reliability and security.
- Built advanced voicebots to automate customer support, reducing average call times and improving support operations.
- Implemented backend services for chatbots integrated with platforms like WhatsApp, boosting customer engagement and service availability.
- Provided L1 technical support and maintenance services, quickly resolving bugs and issues in production.
- Performed exploratory and usability testing, significantly improving software quality.
- Managed version control and software release cycles, ensuring efficient and reliable deployments.

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## Formação Acadêmica

- **Bachelor's in Computer Science** - ( In Progress ) - Expected graduation: 2028
- **Technical Degree in Mechatronics** - SENAI Luiz Adelar Scheuer, Juiz de Fora – Completed: June 2016

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## Languages

- Portuguese: Native
- English: Fluent ( reading, writing and speaking )