

# Hugo Silva

00 33 6 98 31 98 70 | [jhssilva96@gmail.com](mailto:jhssilva96@gmail.com) | [linkedin.com/in/jhssilvaa](https://linkedin.com/in/jhssilvaa) | [github.com/jhssilva](https://github.com/jhssilva)

## SUMMARY

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Full-stack software engineer with 6+ years of experience designing scalable web platforms, developing internal tools, and resolving high-impact production issues across fast-paced environments

## TECHNICAL SKILLS

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**Key Skills:** Full-Stack Engineering, Backend APIs, Internal Tooling, Production Debugging, Developer Experience

**Programming:** Javascript/Typescript, Python, MongoDB, SQL (PostgreSQL), HTML/CSS

**Frameworks:** React, Node.js, Flask, TailwindCSS, Bootstrap, FastAPI, Next.js

**Languages:** Portuguese (native), French (A2), English (C1-C2)

**Interests:** Reading non-fiction, DevOps tools, startup operations, investing, football, leadership books

## EXPERIENCE

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### Datadog

Paris, France

*Technical Escalations Engineer 2*

*November 2024 – Present*

- Developed a gRPC server in Go for internal service communication and contributed features in Java, Go and Javascript
- Independently investigated and fixed two production issues reported by engineering teams
- Implemented an LLM on the Slack channel reducing the need for manual intervention by 47%
- Created internal tools for debugging and monitoring (e.g. Chrome Extensions), improving team efficiency by 30%

*Technical Support Engineer 2*

*November 2023 – November 2024*

- Investigated customer escalations, lead technical calls with clients, and handled high priority issues
- Led onboarding and mentorship of 5+ team members, accelerating productivity
- Resolved 70% more tickets than the target. Earned the Top Dog Award for Q2 2024

### Senior Technical Support Specialist

September 2021 – November 2023

*Usercentrics*

*Lisbon, Portugal*

- Integrated JS, HTML/CSS, GraphQL, React Native, Flutter, and native mobile SDKs to embed privacy tools in client websites and apps
- Wrote scripts and components to streamline customer onboarding and resolve platform bugs
- Mentored 5+ new team members and contributed to internal documentation, reducing ticket volume by 20%

### Additional Experience

- **Junior Software Engineer**, Truewind — Recife, Brazil (Feb 2020 – Aug 2021): Built a mobile platform with 80k+ monthly users using OutSystems, C#, and AWS. Collaborated cross-functionally on requirements and QA
- **Intern Full Stack Developer**, Enso Origin — Coimbra, Portugal (Feb 2019 – Aug 2019): Engineered two internal platforms using PHP, PostgreSQL, and Docker that automated multi-system account management and improved productivity by 200%

## EDUCATION

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### Évora University

Évora, Portugal

*Master of Software Engineering, GPA: 17/20 ≈ 3.5/4.0*

*Won Altice Labs Award for Best Master's Student 2024*

### Coimbra Higher Institute of Engineering

Coimbra, Portugal

*Bachelor of Software Engineering*

*2019*

## PROJECTS

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- **Medical Data Hub** — Privacy-first platform enabling researchers to query and process sensitive medical data via a Dockerized microservice architecture with centralized LDAP authentication
- **True Worth** — LLM-powered platform for financial data analysis that automates investment insights and reporting via cron-driven data processing