

# Andy Gonçalves

Engineering Manager

☎ (+351) 93 502 44 10  
✉ [andygoncalves.pt@gmail.com](mailto:andygoncalves.pt@gmail.com)  
📄 [andygoncalves.com](http://andygoncalves.com)  
🌐 [andygoncalves](#)  
🔍 [seekandystroy](#)



## General

- Traits** Straightforward, collaborative, team player. Love to learn and hear different points of view. Believe in honest feedback, growing people, and data-backed decisions.
- Interests** Leadership and management. Distributed systems and cloud computing. Agile.
- Experience** Engineering management. Architecture and implementation of the back-end of cloud applications. Some web development. Master thesis in cloud computing.
- Life** Biker, gamer, kickboxer.

## Professional Experience

- 2024–2025 **Astrada (Formerly Fidel API)**, (1y), Senior Engineering Manager.  
People management and delivery. Remote management.  
Lead teams through company transformation, product pivot, new platform building, and organizational right-sizing.
- 2022–2024 **Fidel API**, (2y), Engineering Manager.  
People management and delivery. Remote management.
- 2020–2022 **Talkdesk**, (1.5y), Engineering Manager, CCaaS.  
People management and delivery. Remote management.  
Managed teams in the cluster responsible for the product's core systems - call routing and assignment.
- 2020 **Talkdesk**, (0.5y), Associate Engineering Manager, CCaaS.  
People management and delivery. Remote management.  
Managed one large team (10 reports, multiple parts of the product) in the cluster responsible for the product's core systems.
- 2016–2020 **Talkdesk**, (4y), Software Engineer, CCaaS.  
Developing, scrum mastering, and team leading.  
Designing and developing the new core systems of the product, responsible for routing calls. Maintaining legacy call routing systems.
- 2013–2016 **Safira/KPMG**, (2.5y), Software Developer, IT for financial services.  
Full-stack development of web applications, mobile web applications, and middlewares, for banks and insurance companies, using IBM technologies.

## Education

- 2011–2013 **Masters in Computer Science Engineering**, Nova University, Lisbon, 17/20.  
2 years MSc (Eng), focus on distributed systems. Thesis in cloud computing, grade of 18/20.
- 2008–2011 **Diploma in Computer Science Engineering**, Nova University, Lisbon, 15/20.  
3 years BSc (Eng).

## Technical Skills

- General** OO/functional programming, TDD, API design, event-driven architectures, SQL, NoSQL.
- Languages** Ruby, Elixir (main). Java, Javascript.

*Last updated: 2025-03-31*