Gabriel Queiroz

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ABOUT ME

Software Engineer passionate about backend application performance and observability. With over ten years of experience in software development, I have extensive knowledge of various languages and frameworks, specializing in backend development using Ruby and Java. My expertise spans diverse market areas, including e-commerce, financial services, customer success, and visitor management software.

CORE SKILLS

- Designing scalable, robust, and resilient software architecture
- Working with Monoliths, Microservices, and Modular Monoliths
- Implementing event sourcing and messaging using Apache Kafka and RabbitMQ
- Managing SQL databases (MySQL, PostgreSQL) and NewSQL databases (TiDB)
- Utilizing search-engine tools like Elasticsearch
- Employing continuous integration tools such as Jenkins, CircleCI, Codeship, and Codefresh
- Monitoring applications with DataDog, New Relic, Sentry, Scout, and AWS CloudWatch
- Processing background jobs using Ruby gems Sidekiq Pro and Resque
- Orchestrating containers with Kubernetes and Amazon Elastic Container Service
- Applying Agile, Scrum, and Kanban development processes
- Using version control systems like GitHub and Bitbucket

RELEVANT WORK EXPERIENCE

Catalyst Software - Staff Software Developer (Aug 2024 - Present)

Designing and scaling the existing software architecture to enhance current features and pave the way for the future of the Customer Success Platform. Focus on resolving application performance bottlenecks and crafting robust feature system designs.

Career Highlights:
- Developed a new SQL Query Builder on Ruby for translating complex customer data segmentation into SQL-compliant queries, focusing on performance, flexibility, and scalability.
- Updated RESTful APIs and background asynchronous jobs to support both legacy and new architecture, facilitating a live migration without downtime of the main features.
- Migrated all Catalyst customers from the legacy data stores using Postgres and ElasticSearch to a new and robust data store using TiDB and Databricks.

Catalyst Software - Senior Software Developer (Mar 2022 - Aug 2024)

Developed new features including Playbooks, Customer Journey, and Calculated Fields, utilizing Ruby on Rails RESTful APIs and Sidekiq for background processing. Championed and implemented best practices for software architecture and performance enhancements.

Career Highlights:
- Implemented Calculated Fields, enabling customers to aggregate and apply various formulas to their data points, processing over 7 million updates daily.
- Reduced PostgreSQL disk usage by more than 50% across all production databases.
- Spearheaded feature observability improvements across teams by introducing new dashboards, metrics, and logs, streamlining bottleneck identification and debugging processes.

Shopify - Software Developer (Jan 2021 - Mar 2022)

Full Stack Developer making commerce better for everyone, from Basic to Plus tiers, using Ruby on Rails, React, and Go. Contributed to the core modular monolith Ruby on Rails application and developed new microservices for Plus merchants and 1st Party Apps.

Career Highlights:
- Developed a new 1st party app to audit API requests from all Private and Public app traffic to merchants' shops.
- Contributed with the "webification" project, migrating Ruby ERB pages to React and upgrading existing REST APIs to GraphQL.
- Improved performance for complex product location scenarios by 20%, enhancing scalability for future features through API request analysis and flame graph investigations.

Mogo - Senior Backend Engineer (Sep 2020 - Jan 2021)

Senior Backend Engineer for the Card/Spend and Platform teams, collaborating with Software Developers, DevOps, QA, and Product Managers. Primarily focused on improving the overall platform and push notifications using Amazon SNS topics.

Career Highlights:
- Ugraded the internal Ruby gem responsible for RPC calls across microservices, enhancing logging capabilities, resolving thread-safety issues, and integrating new metrics with Datadog StatsD.
- Designed and implemented a high-throughput push notification system using Amazon SNS topics, introducing a publish-subscribe model.

Traction Guest - Senior Software Developer (May 2019 - Sep 2020)

Provided technical leadership to teammates through coaching and mentorship. Identified bottlenecks and bugs, devising solutions through the development team. Assisted in the collection and

documentation of user requirements, development of user stories as well as estimates and work plans.

Career Highlights:
• Tech lead of the Enhancements Team responsible for Traction Guest application enhancements.
• Coordinated feature releases for the Traction Guest server and web app.
• Implemented background jobs for Bulk Actions using Sidekiq Pro; Disseminated the knowledge on this topic to other teams through presentations and documentation.
• Improved the performance of most used API response time by 27% by refactoring its internal data structure.

Traction Guest - Software Developer (Aug 2018 - May 2019)

Software Developer working with Ruby on Rails RESTful APIs that handle requests from iPads and web clients, collaborating directly with the CTO, Software Developers, Project Managers, and Customer Success.

Career Highlights:
• Designed and maintained new RESTFul APIs using Ruby on Rails.
• Designed and implemented read-only queries to increase performance for Ruby on Rails application.
• Part of the on-call team responsible for treating production incidents. Coordinated DevOps activities during the early stages of the Development team; managed applications on Cloud Services using Heroku, Amazon, and Cloud66.

Moip by PagSeguro - Software Developer (Feb 2016 - Jun 2018)

Software Developer on the Outflow (former Financial) team, working on new features and micro-services using Java, Kotlin, Ruby and Go.

Career Highlights:
• Spearheaded Event Sourcing using Apache Kafka, working with Stream Processors and Kafka Connectors. Disseminated the knowledge on this topic to other teams through presentations and documentations
• Designed integrations between Wirecard Brazil and Wirecard Core application for prepaid CreditCard functionalities, such as but not limited to issuing a CreditCard and validating available balance.
• Worked financial statement feature, elaborating queries using ElasticSearch and MySQL and implementating both Backend (Java) and Frontend (Ruby on Rails).

EDUCATION

• **System Analysis and Development at Technology College** — São Paulo. SP, BRA (2011 - 2015)
• **Extension on Computer Science at University Of New Orleans** — New Orleans. LA, USA (2014 - 2015)
Brazil Scientific Mobility Program, fully funded scholarship recipient as an undergraduate student in Computer Science at the University of New Orleans.