Ryan Souza Sá Teles

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SUMMARY

Backend-focused Software Engineer at Nubank, previously at BTG Pactual, building production APIs and internal tools, with experience in reliability for partner integrations and in developer experience.

EXPERIENCE

Software Engineer *São Paulo, Brazil*
Nubank *Aug 2026 – Present*

- Diagnosed a silent partner-integration failure that dropped **33% of updates** (~2,000 of 6,000) in a week: built **monitoring and diagnostic logging** to trace it, then fixed it, bringing **update loss to zero**.

Associate Software Engineer *São Paulo, Brazil*
Nubank *Jun 2025 – Aug 2026*

- Led development of the hotel **My Trips screen** with BDC, Nubank's server-driven UI framework: defined requirements, split tasks, coordinated stakeholders, and built the backend integration and screens.
- Cut hotel booking-information tickets by **76%** and total hotel contacts by **22%** in 3 weeks, with **no drop in customer satisfaction**, directly advancing a company OKR to reduce support contacts.
- Designed, built, and launched a **back-office tool** for high-net-worth travel clients; **adopted by 45%** of support agents and engineers within one month, cutting average ticket resolution **from 3 days to 1**.

Software Engineer Intern *São Paulo, Brazil*
Nubank *Aug 2024 – May 2025*

- Added a user-product lookup to a support tool used daily by **300+ agents**, speeding up on-call.

Software Engineer Intern *São Paulo, Brazil*
BTG Pactual *Jul 2023 – Nov 2023*

- Built **10+ REST endpoints** in Go and PostgreSQL for incident tooling; **p95 latency down 30%**.
- Reworked CI/CD with multi-stage Docker builds, cutting **build times by 70%** for Azure services.

USPCodeLab · Tutor — mentored **30+ students**; **95%** shipped their first web app *Apr 2023 – Jun 2023*
OPUS Software · Software Engineer Intern — full-stack app in React and Spring Boot *Aug 2022 – Apr 2023*
Take Blip · Chatbot Developer Intern — retry pattern cut API failures by **75%** *Apr 2022 – Jul 2022*

SKILLS

Languages: TypeScript, Python, Go, Java, Clojure
Frameworks: Node.js, React.js, Flutter, Gin, FastAPI, Flask, Spring Boot, REST
Data & DevOps: Datomic, AWS DynamoDB, PostgreSQL, MongoDB, Docker, CI/CD, Linux
Spoken: Brazilian Portuguese (Native), English (Professional)

PROJECTS

Rinha de Backend — GitHub Nginx, Go, PostgreSQL, Gatling
Concurrent debit/credit API within 1.5 CPUs and 550 MB (Nginx load balancing, connection pooling, PostgreSQL tuning); load-tested with ~60K requests: **99% under 7 ms**, **zero balance inconsistencies**.

Amortiza — amortiza.app · Google Play Flutter
Loan and amortization simulator with **100+ downloads**; end-to-end delivery and Supabase backend.

lichess4chess — GitHub · Chrome Web Store TypeScript, React
Chrome extension used by **850+ people** in 2026 across the US, Asia, Europe, and Brazil.

EDUCATION

University of São Paulo (USP), Brazil *May 2021 – Dec 2025*
Bachelor of Science, Information Systems