

Pedro Augusto de Souza Pereira

Technical Account Manager/Software Engineer

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Profile links	LinkedIn GitHub

Education

Software Engineering (Specialisation) | PUC Minas – Brazil | 2020 – 2021

Industrial Engineering | Estácio de Sá University – Brazil | 2013 – 2019

Industrial Engineering (Exchange Program) | The Pennsylvania State University – USA | 2014 – 2015*

* Full scholarship recipient under the Science Without Borders Program.

Summary

Versatile and results-driven professional with over 5 years of experience in technical account management, software engineering, and product management. Proven track record of driving operational excellence, developing cutting-edge software solutions, and optimising client onboarding processes. Adept at leveraging programming expertise and business acumen to deliver measurable outcomes, including a 400% ARR growth at Surfly BV. Fluent in Portuguese and English, with intermediate Spanish proficiency. Adept at cross-functional collaboration, stakeholder management, and driving innovation to deliver value in global technology solutions.

Professional Experience

Technical Account Manager, [Surfly BV](#) (Amsterdam, Netherlands) Nov 2022 – Present

- **Client Onboarding Excellence:** Led onboarding for high-profile clients like TripAdvisor, BMW, and Synchrony, reducing implementation timelines from 16 weeks to just 2 weeks by designing custom web pages and leveraging project management tools.
- **Pre-Sales Collaboration:** Partnered with sales teams to demonstrate Surfly's capabilities and technical integrations, influencing decision-making processes and securing client buy-in.
- **Process Optimization:** Developed standardised processes for custom implementations, enabling rapid deployment and seamless integration with client systems.
- **Revenue Growth:** Drove a 400% increase in Annual Recurring Revenue (ARR) from €100,000 to €500,000 and Monthly Recurring Revenue (MRR) from €8,000 to €40,000 by streamlining operations and enhancing product adoption.
- **Technical Expertise:** Delivered top-tier support for technical inquiries, resolving issues promptly while building lasting relationships with key stakeholders to enhance customer satisfaction.

Product Manager, [Shape Digital](#) (Brazil) Feb 2021 – Oct 2022

- **Portfolio Development:** Structured a robust product portfolio, aligning offerings with market needs and shaping a clear strategy for expansion into Industry 4.0 markets.
- **Product Launch Success:** Directed the end-to-end development and launch of two innovative software solutions, generating over \$5M in revenue. Products achieved a 50% reduction in equipment downtime and 45% cost savings for key Oil & Gas clients like MODEC and Petrobras.
- **Strategic Partnerships:** Collaborated with industry leaders like McKinsey, Mitsui Group, and Microsoft to leverage cutting-edge technologies, including AI, IoT, and Big Data.
- **Cross-Functional Leadership:** Coordinated with engineering, marketing, and sales teams to ensure products met client expectations and delivered significant business value.

Software Engineer, [Pingback](#) (Brazil) Oct 2020 – Feb 2021

- **Full-Stack Development:** Designed and implemented server-side rendering (SSR) with Next.js to improve SEO and boost site performance.
- **System Integration:** Integrated payment and email subscription tools, enhancing user acquisition and engagement.
- **Technical Stack:** Utilised React.js, Node.js, Sequelize, and AWS to deliver scalable, secure solutions that met client needs.

Software Engineer, [Globoplay](#) (Brazil) Dec 2019 – Oct 2020

- **High-Impact Contributions:** Engineered and implemented solutions for Brazil's leading streaming platforms (e.g., Globoplay, Sexyhot), ensuring optimal performance and scalability.
- **Micro Frontend Architecture:** Developed components using React.js, Styled Components, and Redux, enabling smooth, modular user experiences.
- **User Engagement:** Created visually stunning interfaces, enhancing usability and driving increased viewership across platforms.

Full Stack Developer, [Usabit Global](#) (Brazil)

Dec 2018 - Oct 2020

- **End-to-End Development:** Contributed to high-profile projects for major clients, including Wella, Duty-Free, and Rádio Globo, delivering innovative web solutions tailored to client needs.
- **Collaborative Problem-Solving:** Worked alongside a team of experienced developers, gaining advanced insights into modern web practices and methodologies.
- **Scalable Solutions:** Engineered applications with a focus on scalability and performance, leveraging tools like Node.js, SOLID principles, and Clean Architecture to build robust systems.
- **Front-End Innovations:** Designed dynamic, user-centric interfaces using React.js, Styled Components, and SASS/CSS, enhancing user experience and satisfaction.
- **Technological Expertise:** Applied cutting-edge technologies such as Next.js, Redux, and Microservices to streamline workflows and optimise development processes.

Senior Procurement Analyst, [Maersk Group](#) (Miami, USA)

May 2015 - Dec 2019

- **Procurement Leadership:** Oversaw bidding processes for contracts valued between \$1M-\$3M across categories like consumables, machinery, and services, ensuring cost efficiency and quality delivery.
- **Strategic Savings:** Achieved over \$1M in cumulative savings through strategic procurement initiatives and vendor negotiations.
- **Global Collaboration:** Worked across international teams to manage supply chains, implement best practices, and optimise resource allocation.
- **Operational Growth:** Transitioned from Operational Intern to Senior Procurement Analyst within four years, reflecting strong performance and leadership potential.
- **Skill Development:** Gained expertise in project management, financial analysis, logistics operations, and strategic negotiations, enhancing Maersk's overall procurement efficiency.
- **Process Improvement:** Streamlined procurement workflows, reducing operational bottlenecks and improving time-to-contract by 20%.

Skills

Languages

Portuguese (Native) | English (Bilingual) | Spanish (Intermediate)

Technical Skills

Programming & Scripting Languages: JavaScript, Python, SQL, DAX, Bash

Frameworks & Libraries: React.js, Next.js, Flask

Cloud Platforms: AWS, Google Cloud, Azure

AI & ML Tools: OpenAI, Claude

Data Tools: Power BI, Databricks

Additional Skills: FastAPI, Node.js, Styled Components, Docker, Git, v0, Cursor

Professional Development:

JavaScript Full Stack Bootcamp (Rocketseat), Product Management & Discovery (PM3)