Bene-Hur Pessoa

Senior Full-Stack & AI Engineer | Technical Lead | Building Production-Grade AI and SaaS Products
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SUMMARY

I'm a product-focused Senior Full-Stack and AI Engineer and Technical Lead who takes ideas from early sketches to reliable production systems. I work across the full product lifecycle: shaping requirements with stakeholders, translating user needs into product decisions, designing UX and frontend architecture, building APIs and backend services, modeling data, integrating third-party systems, and owning deployment, observability, security, and long-term maintainability. My strongest work sits at the intersection of AI and product engineering. I have built multi-tenant AI agent platforms with voice and chat experiences, RAG pipelines, persistent memory, knowledge bases, sentiment analysis, lead capture, workflow automation, real-time communication, and structured tool execution. My experience includes OpenAI, Anthropic, Google Gemini, MCP, WebMCP, Fastify, Node.js, Python, React, Next.js, PostgreSQL, Redis, Docker, CI/CD, OpenTelemetry, and distributed SaaS infrastructure. I enjoy startup environments because I like turning ambiguity into momentum: identifying the real problem, making pragmatic technical decisions, shipping quickly, and building systems that can grow after the first release. I am comfortable operating hands-on across frontend, backend, platform, integrations, and technical leadership, while keeping the product experience and business outcome in view. I have also led engineers, defined architecture and coding standards, established API contracts, improved delivery practices, and partnered directly with product, design, operations, and business stakeholders. I am particularly interested in onsite startup opportunities where I can help build AI-enabled products, SaaS platforms, and real-world software from zero to production.

TOP SKILLS

Product Development
Startups
Artificial Intelligence (AI)

Professional Development (Master Degree - Trine University)

January 2025 - Present | Arizona, United States

Academic and professional development period to go deeper on emerging AI, product innovation, and the technical foundations of reliable systems. Special interest in the intersection of AI, product, and startups: turning emerging technology into useful, practical software that is ready to grow.

- Studies how to apply new AI capabilities to real problems, especially in startups and product-led environments.
- Goes deeper on current models, agentic systems, voice interfaces, realtime communication, and intelligent automation.
- Researches practical applications of agents, structured tools, integrations, and human-in-the-loop flows.
- Runs technical experiments on model behavior, reliability, latency, cost, privacy, and security.
- Explores product thinking frameworks: user problem, early concepts, prototype validation, and scalable design.
- Studies evaluation, observability, privacy-by-design, safe data handling, and responsible AI development.
- Documents insights and technical learnings to contribute better to innovative software products.

EXPERIENCE

Orbitane Labs | Senior Full-Stack Engineer

February 2020 - May 2024 (4 years 4 months) | São Paulo, Brazil

- Owned end-to-end architecture and delivery of a multi-tenant AI agent platform for voice and chat experiences.
- Built configurable AI agents with OpenAI, Anthropic Claude, and Google Gemini, including RAG, persistent memory, session management, knowledge bases, sentiment analysis, lead capture, and workflow automation.
- Designed agent tool-execution capabilities and integrations with HubSpot, Salesforce, WhatsApp, and Google Calendar; implemented MCP and WebMCP-based structured tool integrations.
- Developed real-time voice and chat services with WebSockets, Server-Sent Events, text-to-speech, and the Gemini Live API; built Fastify APIs, relational persistence with PostgreSQL and Prisma, Redis caching, MongoDB audit-log history, and BullMQ background jobs.
- Architected a distributed, load-balanced MVP platform designed for hundreds of concurrent sessions across AWS EC2 and VPS infrastructure; established GitHub Actions CI/CD, OpenTelemetry observability, automated and end-to-end testing, and SOC 2-aligned, zero-PII data-handling controls.

Azul Linhas Aéreas Brasileiras | Full-Stack Engineer and Technical Lead

February 2022 - April 2024 (2 years 3 months) | Barueri, SP

- Progressed from Full-Stack Engineer to Technical Lead while supporting two internal platforms for airline operations.
- Led technical delivery for a real-time Operational Control Center platform used to coordinate aircraft recovery and turnaround activities.
- Built real-time views for aircraft parking stands, gate status, boarding and departure milestones, special-assistance passenger information, catering operations, and aircraft ground time, along with internal chat, dashboards, charts, and status updates.
- Defined API contracts and integration patterns across frontend, backend, and multiple operational systems; built application features with Next.js, TypeScript, Node.js, C#, Python, and Firebase Cloud Firestore.
- Served as Technical Lead for a 10-person team, establishing architecture, technology choices, coding standards, and delivery practices; prepared releases for cloud-hosted applications.

- Maintained and evolved a cargo-management platform supporting cargo tracking, airport logistics, processing workflows, and load-completion operations before aircraft departure.

AI/R WEBJUMP | Senior Magento Engineer

January 2020 - February 2022 (2 years 2 months) | São Paulo, Brazil

- Progressed into senior-level Magento engineering responsibilities while delivering client implementations across enterprise e-commerce engagements, including Starbucks At Home Brazil, KitKat, FTD Educação, Madeiranit, Broto, and Galderma.
- Developed and customized Adobe Commerce and Magento 2.4 storefronts across PHTML, XML layouts, PHP, Less, CSS, JavaScript, Docker, and third-party API integrations.
- Built and maintained cart, checkout, and payment-plugin customizations; diagnosed complex issues across purchase journeys, storefront behavior, and integrations.
- Delivered smaller React and Node.js applications alongside Magento engagements and collaborated with QA, UX, developers, and product stakeholders in iterative delivery cycles.

Pricemet | Full-Stack Engineer

March 2020 - December 2020 (10 months) | São Paulo, Brazil

- Contributed to a retail price-intelligence platform that transformed field-collected product and shelf-label data into competitive pricing insights for retailers.
- Built APIs and full-stack features for ingestion, extraction, validation, and standardization of product, price, and label information using Python, Node.js, SQL databases, MongoDB, Vite, Next.js, TypeScript, and JavaScript.
- Developed data-quality and sanitization workflows that normalized incoming retail data before persistence, improving consistency across pricing records and product catalogs.

ExitCode Sistemas e Consultoria | Full-Stack Engineer

February 2019 - March 2020 (1 year 2 months) | Guarulhos, SP

- Contributed to maintenance, modernization, and feature delivery across a diverse portfolio of legacy and business applications.
- Worked with Java, C#, JavaScript, Windows desktop applications, and web systems, building depth in debugging, object-oriented development, legacy-system maintenance, and rapid technical discovery.

EDUCATION

Trine University | Master's Degree, Science of Information | August 2025 - December 2027

IGTI | Master of Business Administration, Software Architecture | January 2022 - May 2025

Universidade Anhembi Morumbi (UAM) | Bachelor's Degree, Communication and Media Studies | February 2011 - June 2015