FELIPE ARAUJO PACHECO

Tech Lead & Engineering Manager | Cloud Architect | .NET/C# Expert

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PROFESSIONAL SUMMARY

Tech Lead and Engineering Manager with 15+ years of experience in software development, cloud architecture, and leading multidisciplinary teams. Expert in AWS and Azure cloud platforms. Specialist in C#/.NET, microservices architecture, and DevOps practices. Proven track record of delivering scalable enterprise solutions across energy, hospitality, travel, and e-commerce sectors. Strong background in digital transformation, team mentoring, and agile methodologies. Fluent in Spanish (native) and English (C1).

CORE COMPETENCIES & TECHNICAL SKILLS

Leadership: Team Management (15+ engineers), Technical Mentoring, Agile/Scrum/Kanban, Project Management, Stakeholder Communication, Code Reviews, Architecture Decision Records

Backend & APIs: C#, .NET 8, .NET Core, REST APIs, GraphQL, Entity Framework, LINQ, Microservices, Domain-Driven Design, Event-Driven Architecture

Cloud & DevOps (AWS): Lambda, ECS, EKS, Aurora, DynamoDB, S3, SQS, API Gateway, CloudFormation, CloudWatch, QuickSight

Cloud & DevOps (Azure): Functions, App Services, API Management, DevOps, Cosmos DB, SQL Database, Storage Accounts, Key Vault

Infrastructure: Docker, Kubernetes, Terraform, CI/CD Pipelines, Infrastructure as Code, GitHub Actions, Azure DevOps

Integrations: Salesforce, SAP Commerce Cloud, Mirakl, SynXis, Kraken, Twilio, Buyapowa, WorldPay, Ingenico, Adyen

Frontend: Angular, TypeScript, HTML/CSS, .NET MAUI, Single Page Applications

PROFESSIONAL EXPERIENCE

Digital Tech Lead / Project Leader
April 2024 – Present

Eni Plenitude Iberia | Santander, Spain

- Lead a team of 6 .NET/C# engineers in full software project management (analysis → design → development → testing → deployment → maintenance) for a cloud-native energy data platform, enabling scalable operations across Spain and Portugal
- Implement Scrum methodology with 2-week sprints, reducing time-to-market by 25% through CI/CD pipeline optimization and accelerating feature delivery to the business
- Architected API gateway with C#/.NET 8, Azure Functions, SQL Database, and OAuth2, integrating 50+ providers with 99.95% uptime, ensuring uninterrupted service for 500K+ customers
- Coordinate periodic follow-ups with stakeholders (CTO, Product Managers) ensuring quality control through code reviews and automated testing, reducing production defects by 40%
- Technical oversight of external contracted vendors, ensuring technology and development quality meet the highest standards, maintaining consistent architecture across all integrations
- Quality assurance for integrations with energy regulatory bodies in Spain and Portugal (CNMC, ERSE), ensuring 100% compliance with energy sector regulations
- Technical leadership (TDO) in communications integration with Kraken energy software, streamlining data exchange and reducing processing time by 35%
- IVR integration with Twilio and Kraken designing call flows, improving customer self-service rate by 60% and reducing call center volume
- Provide external teams with API tools and integration connections to Kraken system, enabling 3rd party developers to build complementary services and expanding the ecosystem
- Development of rewards module integrated with Buyapowa for new contract promotions, driving 20% increase in customer acquisition through referral campaigns

Freelance Developer
January 2020 – Present

Lynx9 | Mexico City, Mexico (Remote)

- Developed hospitality microservices integrated with SynXis and RoiBack for reservations, availability, amenities, cancellations, and modifications. Hosted on AWS using EKS + SQS + Lambda + API Gateway, currently serving RCD Hotels, Royalton, Ana y José, and Prime, processing 50,000+ monthly transactions with 99.9% uptime
- Built a unified payment engine connecting multiple gateways (WorldPay, Ingenico, Amex, MIT, BBVA, Adyen, Multibank) with currency-based routing rules and standardized request/response handling. Deployed as a pluggable Salesforce module for retail and hospitality, hosted on AWS (EKS + Lambda + SQS + DynamoDB + PostgreSQL + API Gateway), reducing payment integration time for new clients by 70%

DevOps Technical Lead
November 2021 – April 2024

Viavox Agencia Tecnológica | Spain (Remote)

- Led full development of a payment gateway in C#/.NET Core with SQL Server, managing a team of 4 developers using Kanban methodology
- Built integration with SAP Commerce Cloud + Mirakl for order fulfillment across Nestlé Italy, Danone France, and EDNA International GmbH Germany, automating cross-border order processing and reducing manual intervention by 80%
- Developed predictive models for product suggestions and stock validation per client, increasing average order value by 15% and reducing out-of-stock incidents by 35%
- Designed client-specific dashboards with Amazon QuickSight displaying synchronization status, error tracking, and 30/60/90-day sales forecasts, enabling data-driven decisions and reducing issue resolution time by 50%
- Responsible for technical planning, code reviews, and a complete automated test suite, reducing production incidents by 60%
- Technical mentoring for 3 junior developers in C#, LINQ, Entity Framework; 2 promoted to mid-level within 10 months

Corporate VP of Software Development   January 2018 – April 2024

Grupo Xcaret | Cancun, Mexico

- Managed a portfolio of digital transformation projects, leading teams of up to 15 .NET/C#/Java and SQL Server developers
- Led migration from monolithic ERP to microservices architecture on AWS with .NET Core, reducing operational costs by 30%
- Integrated Salesforce into the company's ecosystem for customer service, enabling real-time data sharing between ticketing and web systems, improving response times and customer tracking across channels
- Designed and implemented improvements to ticketing and photography systems at Xenses park using RFID wristband technology for photo capture, allowing visitors to scan their wristband and view their photos instantly
- Replicated the RFID wristband model to Xplor and Xplor Fuego parks, standardizing the visitor experience across 3 parks and reducing photo delivery infrastructure costs
- Led the first hotel certification with SynXis for Hotel Xcaret, reusing Worldpay and Ingenico payment methods from the web sales model, enabling a unified booking and payment experience across parks and hotels
- Implemented Scrum methodology with international coordination (Mexico, Spain, Italy)

Development Manager & Web Coordinator   August 2011 – December 2018

Grupo Xcaret | Cancun, Mexico

- Led a team of 8 developers in migrating sales platform to cloud PaaS using C#, WCF, SQL Azure, reducing infrastructure costs by 35% and improving system availability to 99.9%
- Designed and maintained a centralized ticketing system serving 7 parks, processing over 3 million tickets annually with real-time inventory control
- Migrated a monolithic web platform to a distributed architecture with .NET backend and PHP frontend, improving page load times by 60% and enabling independent deployments per module
- Integrated WorldPay and Ingenico payment systems for web reservation billing in 7 currencies, increasing international online sales by 40%
- Integrated web and ticketing systems for pre-purchase customers, reducing park entry times by 70% during peak seasons and improving customer satisfaction scores
- Agile management with Kanban, coordinating 4 cross-functional teams and integrating external systems (SynXis, SinSys, payment gateways), delivering 95% of sprints on schedule

EDUCATION

Bachelor's Degree in Computer Science, Application Development

Universidad de Guadalajara, Mexico | 1994 – 1998

PROFESSIONAL CERTIFICATIONS (40+)

- ITIL: Service Improvement
- Software Project Leadership
- C# Advanced Specialist
- Software Architecture
- AWS Services
- Azure DevOps

- Microservices Architecture
- Domain-Driven Design
- IT Team Management
- Kanban & Scrum
- Angular Development
- .NET MAUI

LANGUAGES

Spanish: Native | **English:** Advanced Professional (C1)

PORTFOLIO & PROJECTS

- **Coalegre (coalegre.com)** – Digital tourism platform for Costalegre government, multi-tenant marketplace for local businesses
- **SaveUp Travel (saveuptravel.com)** – AI-powered travel platform with intelligent agent generating personalized offers and custom itineraries
- **JinkJet Lasser (jinkjetlasser.com)** – Multi-supplier product synchronizer for e-commerce using Azure Functions, Storage Accounts, and APIM