



CARLOS SEVERO

FULL STACK DEVELOPER

Full Stack Developer with over 4 years of specialized experience in Twilio (Flex, Serverless, Conversations, TaskRouter, Studio, Event Streams, Voice Intelligence) and solid expertise in NextJS, NestJS, and AWS (EC2, EKS, Lambda, S3, SQS).

Recognized as Twilio Champion in 2024, serving as a Developer Evangelist for the platform.

EDUCATION

Fatec

Information Technology Management | 2018 - 2020

JS Expert

Javascript | 2023

Twilio Comms

Twilio | 2024

CONTACT

Phone: +5515996605712

Email: severo.e.carlos@gmail.com

Website: carlossevero.com.br

PROFESSIONAL EXPERIENCE

Twilio Developer

Meu Tudo | 2024

- Collaborate in managing the company's active and receptive communication through Twilio services.
- Work as a team to customize and optimize Twilio Flex, increasing agent productivity.
- Develop new features and flows to improve efficiency and customer experience.
- Integrate Artificial Intelligence to personalize and improve customer service quality.
- Participate in optimizing service and communication processes, ensuring more agile and effective support.

Full Stack Developer

Slideworks | 2023 - 2024

- Develop new features in existing projects.
- Refactor existing projects, focusing on performance and optimization.
- Create new projects from scratch, from conception to implementation.
- Build automation pipelines for application deployment.

Twilio Developer

Athan | 2021 - 2023

- Programming focused on Twilio services for creation, customization and integration of client requirements.
- Development of complex Chatbot and IVR flows using Twilio Studio.
- Implementation of advanced routing with Twilio TaskRouter.
- Customization of Twilio Frontline to create a personalized flow to serve customers.
- Use of various Twilio APIs and CLI for script creation and task automation.
- Customization of Twilio Flex, including creation and updating of screens and features on the platform.
- Development of functions with Twilio Serverless to execute actions and integrate external systems.
- Use of Twilio APIs for mass message and call dispatching.

SKILLS

Programming Languages

- Javascript
- Typescript

Frameworks

- Reactjs
- Nextjs
- Nestjs
- Nodejs

Database

- PostgreSQL
- MongoDB

Cloud

- AWS (S3, Lambda, EC2, EKS, Route53)

Tools

- Twilio (Flex, Taskrouter, Conversations, Studio, Sync, Serverless, Event Streams, Voice Intelligence, Verify)