

Tiago Pateiro

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Senior Software Engineer

Product-minded, backend-first Senior Software Engineer with 13+ years across consultancy and product companies. Recently focused on bringing AI into products via agentic flows and integrations. I drive clarity early—gathering requirements, aligning stakeholders, and writing design docs before code. Comfortable across stacks (Python, Elixir, Node.js, .NET), with a track record in incubation/R&D: de-risking early, measuring impact, and shipping what proves value.

My areas of expertise include:

Backend Engineering • Technical Design & Documentation • AI Integrations/Agentic Flows • R&D • CI/CD • IaC (Terraform)

Professional Experience

PagerDuty

Lisbon, Portugal

Senior Software Engineer

June 2022 – Present

Designing and shipping AI-powered agentic flows and integrations to improve UX/ops. Part of the incubation/R&D team validating new tech, measuring impact, and shipping what proves value. Shaped and delivered Status Pages end-to-end—technical design, stakeholder alignment, and launch.

Main Technologies: *Elixir, Python, Node.js, AWS, Terraform, MySQL, Redis, Elasticsearch*

Defined.ai

Lisbon, Portugal

Senior/Lead/Software Engineer

July 2019 – May 2022

Led a team building automation and data tooling—reduced dependency on manual crowd workflows, increasing throughput and margin.

Owned technical design for human-in-the-loop features (e-learning, gamification); improved data quality and contributor engagement.

Main Technologies: *.NET, React, Javascript/Typescript, Azure, SQLServer, Spark, Kafka, Superset*

Truphone SCNL

Lisbon, Portugal

Software Engineer

August 2017 – June 2019

Joined interdisciplinary team for customer experience products (60%+ of revenue); gathered stakeholder requirements and defined architecture for portals and mobile apps. Part of the team that shipped one of the first iPhone apps using Apple's initial eSIM release—OTA data plans and profile provisioning.

Main Technologies: *.NET, React-Native, Javascript/Typescript, MongoDB, Elasticsearch, SQL, Java, Spark*

BookedBy

Lisbon, Portugal

Software Engineer

January 2016 – August 2017

Shipped scalable online booking (standalone or embedded), saving clients custom development costs. Built a central management platform to push promotions, inventory, and users across multi-store chains. Contributed data warehouse and reporting for manager insights.

Main Technologies: Node.js, Backbone.js, React, Javascript/Typescript, .NET, EF, PostgreSQL, Docker, AWS

ROFF

Lisbon, Portugal

Developer

March 2012 – January 2016

Designed API to integrate SAP QM with touchscreen workflows; led technical direction for SAP integrations. Implemented warehouse management features with path optimization algorithms. Built Excel add-ins consuming SAP web services and automated production cost allocation for manufacturing clients.

Main Technologies: .NET, SQL, SAP ABAP, Excel Add-Ins, Javascript

InspirennovIT

Almada, Portugal

Developer

September 2011 – March 2012

R&D for public sector productivity solutions. Built PDF digital signature workflow using Portuguese citizen card with SharePoint approval routing.

Main Technologies: .NET, EF, SQLServer, SQL, Sharepoint, HTML/CSS, Javascript

Faculty of Sciences and Technology - UNL

Almada, Portugal

Research Grant Holder

September 2011 – March 2012

Academic data warehouse for candidate analytics; built extraction tools and geographic clustering/visualization.

Main Technologies: SQL, MySQL, Pentaho BI, Java

Education

MSc, Knowledge Management & Information Systems — ISCTE-IUL, 2018

BSc + Postgrad, Computer Science — FCT-NOVA, 2006–2012

Technical Skills

Python • Elixir • Node.js • Javascript/Typescript • .NET • React • Terraform • Docker • AWS • SQL • Git