

THIAGO GOULART DE OLIVEIRA

ENGINEERING DIRECTOR | AI PLATFORMS | CLOUD & SOLUTION ARCHITECTURE

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EXECUTIVE SUMMARY

Engineering and technology leader with 24+ years of experience across software engineering, solution architecture, product development, cloud platforms, and engineering management. Currently lead the architecture and delivery of enterprise AI products, including conversational and agent-based systems combining LLM orchestration, Text-to-SQL, APIs, structured data, and cloud-native deployment. Proven ability to translate complex business needs into scalable systems, lead distributed teams, and move digital products from concept to commercialization, including scaling a multidisciplinary organization to 50 professionals.

CORE EXPERTISE

Engineering Management • Technical Leadership • Generative AI • AI Platforms • Agentic Systems • LLM Orchestration • Text-to-SQL • Solution Architecture • Cloud Architecture • AWS • Azure • OCI • Distributed Systems • Microservices • API Architecture • Data Engineering • DevOps • Platform Engineering • Product Engineering • Team Scaling & Coaching • Stakeholder Management • Digital Transformation

PROFESSIONAL EXPERIENCE

Director, Engineering Lead - AI Platforms & Agentic Systems | Jan 2025 - Present

TELUS Digital

- Lead the technical strategy, architecture, and engineering delivery of enterprise conversational AI products that provide natural-language and voice-based access to structured data.
- Own end-to-end engineering decisions across discovery, architecture, development, and production delivery, aligning AI, backend, frontend, product, and platform teams.
- Architect agent-based systems combining LLM orchestration, Text-to-SQL, API integration, structured data, and cloud-native deployment patterns.
- Lead and coach engineers across seniority levels, establishing clear expectations, feedback cycles, development plans, and technical quality standards.
- Partner with Product and Delivery leadership to align engineering investments with customer needs, roadmap priorities, delivery predictability, platform reliability, and sustainable team performance.
- Drive engineering strategy for Fuel iX, TELUS Digital's enterprise AI platform, translating emerging AI capabilities into scalable, production-ready product solutions.

Senior Solutions Architect - GOL Airlines, via CBYK | Aug 2023 - Jan 2025

CBYK Consultoria | São Paulo, Brazil

- Led the design of secure, resilient, and scalable enterprise systems across AWS, Azure, and Oracle Cloud Infrastructure.
- Translated business, integration, data, security, and operational requirements into target architectures and implementation roadmaps.
- Designed cloud-native and microservices-based solutions supporting enterprise integration, data engineering, and analytical workloads.
- Led the architecture of data integration pipelines using Azure Data Factory, Synapse Analytics, Data Lake, serverless services, and enterprise APIs.
- Balanced scalability, security, resilience, cost, maintainability, and delivery constraints across multi-cloud environments.

Senior Solutions Architect | Senior Consulting Software Engineer | May 2019 - Aug 2023

Zuri | São Paulo, Brazil

- Led solution architecture and engineering consulting for digital products, combining hands-on technical leadership with product, delivery, data, quality, and DevOps responsibilities.
- Designed scalable and secure application architectures, guiding teams through modernization, integration, automation, and cloud adoption.
- Led a cross-functional engineering team across software development, quality engineering, data, and DevOps.
- Introduced engineering practices focused on automated testing, deployment automation, code quality, observability, scalability, and security.
- Coached engineers on system design, SOLID principles, Clean Code, technical decision-making, and continuous improvement.

INTERFACTORY SOLUÇÕES DE TECNOLOGIA (HUMAN BIOS GROUP)

Managing Director (Jul 2013 - Dec 2018) | Project Manager (Oct 2008 - Jul 2013) | Solutions Architect (Jun 2005 - Oct 2008)

São Paulo, Brazil | Distributed teams in Brazil, Belarus, and Switzerland

- Progressed from Solutions Architect to Project Manager and Managing Director, expanding responsibility across architecture, delivery, product, business, people, and operations.
- Led TecleTaxi Corporativo from concept and product development through commercialization, addressing an underserved B2B mobility and payments market.
- Led a funding round in 2015 and scaled the multidisciplinary organization to 50 professionals across engineering, product, design, marketing, commercial, and administrative functions.
- Oversaw a cloud-native AWS platform with payment, authentication, geolocation, integration, and mobility capabilities, while defining KPIs for availability, incident resolution, customer satisfaction, and contract growth.
- Led the development of FrontPay, a mobile payment solution for individual entrepreneurs and underserved banking segments, and managed cross-country technical delivery and stakeholder alignment.
- Designed authentication, digital identity, and payment systems involving single sign-on, biometric and voice authentication, digital accounts, and prepaid cards; contributed to European patent initiatives.

Lead Software Engineer | Software Engineer | Dec 2002 - May 2005

Cadmus Soluções em TI | *São Paulo, Brazil*

- Led software architecture and delivery for web platforms and custom enterprise systems, managing projects for clients including Brinks Brasil, Grupo Pão de Açúcar, Hotel Transamerica, Teatro Alfa, and Proativa Cargo.
- Developed enterprise applications and integration services for banking, insurance, and logistics using .NET, C#, JavaScript, and SQL Server.

Software Engineer | Feb 2001 - Dec 2002

eSelf | *São Paulo, Brazil*

- Developed web applications and digital platforms for clients including Microsoft Brazil, Reuters, CIAB, and MSN Brazil, establishing an early foundation in enterprise software engineering and web architecture.

EDUCATION

MBA, Digital Business | Universidade Anhembi Morumbi | 2023

Management Processes / Business Administration | Universidade Anhembi Morumbi | 2017 - 2018

Information Systems | Faculdade Batista de Administração e Informática | 2002 - 2004

Engineering | Faculdade de Engenharia Industrial (FEI) | 1998 - 2002

SELECTED CERTIFICATIONS

API Designer • API Product Manager • API Security Architect • Scrum Foundation Professional Certificate • AWS Cloud Essentials • Microsoft Azure Fundamentals (AZ-900 preparation)

LANGUAGES

Portuguese: Native/Bilingual • English: Full Professional • Spanish: Limited Working