

LUCAS DOMINGUES

Senior Software Engineer | Agentic Workflows, AI-Augmented Development, and Scalable SaaS Systems

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SUMMARY

Delivered measurable reliability and product outcomes across fintech and SaaS, including reducing POS Unreconciled Transactions by 30% and improving critical-service processing time by 70%. Senior software engineer with 13+ years of experience building APIs, microservices, and distributed systems for high-scale platforms including Nubank, serving 130M+ customers, and Playlist, serving 40k+ businesses and millions of end users. I combine product-minded delivery, production operability, and AI-augmented engineering to turn ambiguous problems into reliable, scalable systems.

CORE SKILLS

AI-assisted software development (Cursor, Claude Code, Codex), Multi-agent workflow design, Prompt engineering for engineering tasks, Spec-driven development, AI tool evaluation and integration, Developer workflow automation, C#, .NET Core/ASP.NET Core, Microservices, REST APIs, Distributed Systems, SQL, AWS, Azure, Docker, Kubernetes, Kafka, RabbitMQ, Redis, MongoDB, Observability/Monitoring (New Relic, Elastic/Kibana, Splunk), Feature Management (LaunchDarkly), Product Analytics (Amplitude, PostHog), CI/CD, Domain-Driven Design, Event-Driven Architecture, Unit/Integration Testing

EXPERIENCE

Senior Software Engineer | Playlist - Payments / POS (Business Mode)

Brazil / Remote | Mar 2024 - Present

- Reduced Unreconciled Transactions by 30%, helping POS reach the market benchmark of less than 0.1% UT, by leading a cross-stack Card Present checkout reliability initiative. I redesigned the flow so receipt and tip steps run after payment capture, then added resilient rollback/retry behavior and failure monitoring across legacy web clients, React micro-frontends, and backend services.
- Reduced cart request payloads by approximately 98%, from 7-14 KB to under 300 bytes, making integrations simpler, more robust, and less coupled to the catalog template schema. I stepped back from an ambiguously scoped validation ticket, recognized a broader opportunity across the cart endpoints, and redesigned the API contract so callers send only item ID and type while the service derives the remaining metadata. I validated safe adoption through a staged 1%-to-100% LaunchDarkly rollout while a Codex automation ran NRQL through the New Relic CLI every four hours and reported anomalies for review, with no production disruption.
- Reduced customer friction and Sales/Support workload by enabling merchants to order terminal readers themselves instead of requesting them through Sales. I drove Self-Service Terminal Reader Ordering end to end through GA across UI, APIs, services, infrastructure, and Stripe integration.
- Made transaction failures reliably visible in New Relic for a payment carting service, turning previously hidden checkout failures into actionable signals, after proactively identifying an observability gap during a POS Shield rotation and shipping a cross-team fix with Observability Engineering.
- Drove production incident resolution across three recent incidents, root-causing one and leading another end to end. I triaged incident versus bug, traced subscriber data and code flows with an AI-integrated toolchain, coordinated several teams, and drove the issue to resolution.
- Scaled Payments engineering effectiveness by building a shared AI-harness foundation that unifies reusable skills, agents, and CLI integrations with internal systems including Snowflake, New Relic, and Notion. It gives engineers richer system context for investigation, troubleshooting, implementation research, and documentation, and was recognized by the VP of Engineering for its organization-wide value.
- Expanded Payments hiring and engineering capacity by completing 25+ interviews, including at least six as lead interviewer training a shadow, mentoring a teammate to independent ownership, and delivering three enablement sessions across the Payments pillar.

Tech Lead / Senior Software Engineer | Nubank

São Paulo, Brazil | Apr 2022 - Mar 2024

- Improved message-processing time by 70% and reduced costs by 30% by refactoring the business unit's most expensive service with batch transactions and a relational-to-NoSQL data migration.

- Reached 150k+ Safe Mode adoptions in its first month and reduced security-related support tickets by addressing the third-largest customer complaint in the Nubank Investments app.
- Simplified customer migration from NuInvest to Nubank by leading technical requirements and feature definition for a new registration flow.
- Increased squad throughput and reliability by automating ticket processing, authoring RFCs/ADRs, and participating in on-call work.

Tech Lead | Iteris

São Paulo, Brazil | May 2020 - Mar 2022

- Increased daily registrations fourfold, from 2k to 8k, by launching a multi-campaign referral program.
- Achieved 1,100 RPS in JMeter load tests while reducing failures and latency by redesigning login and registration with domain events (RabbitMQ + MassTransit) and Redis caching.
- Reduced complaint tickets by 80%, from 500/day to 100/day, by designing and launching an MFA subscription flow with SMS OTP validation.
- Cut regulatory custody-transfer completion time from 15 business days to the two-day regulatory limit by delivering a digitalization initiative in one month.
- Improved operational visibility and team capability by leading APM adoption, mentoring engineers, and coordinating architecture with Product through RFCs and diagrams.

Senior Software Engineer | Iteris

São Paulo, Brazil | May 2019 - May 2020

- Improved delivery control and system responsiveness by building an internal feature-toggle service, modernizing key flows for asynchronous processing, and applying caching to denormalized data.
- Increased delivery and operational visibility by helping migrate CI from GoCD to Jenkins and roll out Elasticsearch, Fluentd, and Kibana tooling.

Software Engineer | Iteris

São Paulo, Brazil | Sep 2018 - May 2019

- Improved scalability, latency, and error rates by modernizing a monolith into Kubernetes-based microservices using .NET Core, RabbitMQ, and Redis.

Software Developer (Intern → Junior → Mid) | RA System

São Paulo, Brazil | Aug 2012 - Jul 2018

- Enabled end-to-end delivery for long-running customer projects by owning requirements, architecture, implementation, and release across mobile apps, web applications, APIs, and IoT systems.
- Delivered production systems for Audi, P&G, and Colgate by owning the full lifecycle from database modeling through cloud hosting and introducing team-wide source-control practices.

EDUCATION

B.S. in Computer Engineering, Universidade São Judas Tadeu (2011 - 2016)

Technical Degree in Computing / Information Technology, ETEC Jorge Street (2009 - 2010)

ADDITIONAL

- Languages: Portuguese (native), English (professional)
- Links: luchdom.com | github.com/luchdom | linkedin.com/in/lucashdomingues