



# Filipe Lopes

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## 📁 Work experience

### Software developer

05/01/2015 – 26/02/2015

hewlett packard (HP) | Lisbon, Portugal

This was an internship provided by my Technical Course at Professional School Bento de Jesus Caraça.

In it, at the second year of the course with basic C# knowledge, I had to develop an application to manage calendars. It started of with a very basic plan, but progressed further and further as we kept on reaching goals way before the deadlines:

- User management (CRUD)
- Calendar Management (event CRUD);

Both of these involved full-stack development and a lot of self-learning.

### Full Stack Web Developer

04/04/2016 – 14/04/2023

Inovcorp | Lisbon, Portugal

At Inovcorp, I worked as a **Full Stack Developer**, leading and contributing to multiple **custom software solutions** and **product development** projects\*. My role involved **full-cycle development**, from gathering requirements to designing architectures, implementing solutions, and optimizing performance.

#### Key Responsibilities:

- Developed **custom applications** for clients, focusing on automation, process optimization, and data integration.
- Led **product development**, creating scalable solutions tailored to clients' needs while ensuring adaptability for broader market use.
- Worked with a diverse **tech stack**, including **PHP (5.4+)**, **Laravel**, **Vue.js**, **MySQL**, **JavaScript (jQuery & Vue)**, **HTML**, **CSS**, **SCSS/SASS**, **Git (Bitbucket)**
- Integrated third-party services and APIs, including **Moloni (billing software)**, **TechDoc & TechRMI (automobile industry)**, **AWS S3 (file storage)**, **EGOI (email marketing)**, and **Artsoft (ERP integration)**
- Managed infrastructure and **migrated legacy systems**, ensuring modernization and scalability.
- Took ownership of multiple projects, **leading technical decisions and mentoring junior developers**
- Coordinated with **CEOs, project managers, and stakeholders** to translate business requirements into **robust, efficient software solutions**

#### Key Achievements & Notable Projects:

- **Internal CRM System (2016–2023)**: Core company software, improving **productivity, analytics, and data registration** across departments. Led development and architectural improvements, integrating scheduling, financial modules, and API-driven automations.
- **Sales Portal CRM (2016–2020)**: Built a CRM with sales and analytics

## 🗣️ Language Skills

- **Portuguese**: Mother tongue
- **English**
  - Listening: C2
  - Reading: C2
  - Spoken production: C2
  - Spoken interaction: C2
  - Writing: C2

## ★ Skills

- Google Drive
- SQL
- Outlook
- Microsoft Office
- DevOps: AWS, Git.
- cPanel/WHM Control

modules, later adapted for multiple industries, including automobile businesses using **TechDoc & TechRMI integration**

- **SaaS Ticketing System (2019–2023)**: Designed a scalable ticketing platform with real-time updates via WebSockets, multi-team support, and **GraphQL integration**.
- **Custom Travel Agency App (2020–2023)**: Migrated and optimized a **financial and process management system** reducing inefficiencies by over **600%** through improved database structures and query optimizations.
- **Workky CMS (2018–2019)**: Developed a **custom CMS system**, implementing **Vue.js & Laravel** for modularity and scalability.
- **API & Data Standardization**: Implemented best practices for **data management, documentation, and scalability** across multiple projects.

#### Main Skills & Technologies Used:

- **Backend**: PHP (5.4+), Laravel, API Development (REST, GraphQL, WSDL, Swagger)
- **Frontend**: Vue.js (2.4+), jQuery, Pug, SCSS/SASS
- **Databases**: MySQL (query optimization, large-scale data management)
- **DevOps & Tools**: Git (Bitbucket), AWS S3, NPM, Unit Testing

*\*Further detail on the projects developed can be found on the projects section of this CV*

### Senior Full Stack Web Developer

14/04/2023 – 14/10/2023

BoostIT – TLSContact | Lisbon, Portugal

At BoostIT, I worked as a **Software Developer** on the **TLSContact** project, a system used across multiple countries to manage the entire process of creating different types of **citizenship cards** in TLS stores.

#### Key Responsibilities:

- Developed and maintained the backend using **PHP (Laravel)** with **unit testing**
- Built and enhanced frontend components using **Vue.js (v3.0)**, also with **unit testing**;
- Integrated the system with **microservices** handling payments, document storage, and document generation;
- Connected the front-end application to multiple internal microservices;
- Worked closely with **Scrum Masters, POs, PMs, and specialized backend & frontend teams** in a structured Agile environment;

#### Key Achievements:

- Improved **standardization of microservice calls** to enhance communication between systems;
- Refactored the **segmentation of the configuration layer and business logic** making the system more maintainable;
- Contributed to improving **coding & analysis processes**, increasing development efficiency;
- Adapted to a **large multinational team** with well-defined roles, gaining valuable experience in structured software development;

### Senior Full Stack Web Developer

16/10/2023 – 31/12/2025

Future Healthcare | Lisbon, Portugal

At Future Healthcare, I work as a Full Stack Developer on **FHNet 2.0**, a core software solution used by health insurance companies to manage eligibilities, authorizations, prescriptions, refunds, document management, and AI-driven automated decision-making.

#### Key Responsibilities:

1. Maintaining and upgrading an **18+ year-old PHP-based** system, originally built in PHP 5.2 and progressively updated **PHP 5.6.40**;
2. Developing and improving the **Angular-based** front-end;
3. Integrating with **internal in-house services**, such as payments and document management systems built **Java**;
4. Enhancing API development, including **standardizing internal and external APIs** and implementing **Swagger & WSDL**;
5. Managed **multiple databases** through **Liquibase**;
6. Working with **MySQL** for data management and performance improvements;
7. Worked with multiple **AI tools** for both code production and integrated features;

#### Key Achievements:

1. **Autonomously** learned **Angular** and **Liquibase**;
2. Led efforts to **standardize API code** across multiple teams;
3. Successfully introduced **Composer**, allowing for better dependency management;
4. Integrated **new validation tools** to improve global IBAN validation;
5. **Integrated AI** into external and internal tools;

### Senior Full Stack Web Developer

15/09/2025 - Current

Timeless | Lisbon, Portugal

Timeless is a luxury travel agency with very custom workflows – the main project of the IT team was the development of a custom CRM to automate the companies work.

I came into this team after having heavily worked on Timeless' previous CRM, which was a SASS product, which the company outgrew, and thus the need for a more specialized approach.

Complex in it's UI/UX design, this project had the design and tech team working together closely and made solidify and grow a lot in UI/UX development;

**Responsibilities:** As a senior developer, I was tasked with guiding the team, very autonomous development and improving the technical quality of the project, often managing the technical team, gathering and improving requirements and design integrations with multiple systems;

#### Main Achievements:

- Tech stack: **Laravel 12+ to 13+, PHP 8.3+ to 8.5+, MySQL 8+**;
- Introduced the project to **Docker**;
- Heavily created **technical documentation** from scratch;
- Set up **AI Agents** into the technical stack, which **integrated with the documentation** for a more useful, automated and guided workflow;
- Introduced a more Domain Driven Design (DDD) **Laravel Actions**;
- Introduced a **modular front-end architecture**, using **services & models**;
- Introduced **TypeScript (TS) & Pug (formerly Jade)**;
- Introduced **Real Time** features through **Socket (Pusher)**;

## Projects

### **Sales Portal CRM – Aniwair (Inovcorp)** 01/01/2016 – 01/01/2020

This was the first project I worked on for the company. With the intent of being a product sold to multiple clients, this portal had the basic features of a CRM (client & contact management, users, groups, permissions, etc), but also sales portal features, like Products, Orders, Proposals, Carts; as well as analytics between these modules, notifications throughout all of them, etc.

A big portion of the clients that used the application ended up being from the automobile industry, which led to modules more specific for those business areas being developed, with resource to external tools such as TechDoc & TechRMI, with features such as product importations from these systems, license plate search, model association with products, tech. docs. for the car/product, etc.

This product was later also used as a base for other custom sales portals and CRMs.

**Responsibilities :** Requirement's Gathering, Solution Architecture, Infrastructure Management, Development, Client Presentation, Deployment, Team Management;

#### **Main Achievements:**

- Learned the standard mentality necessary for product development, both regarding technical development and the solutions reached;
- Learned how to efficiently gather requirements with the necessary detail without asking for technical info;
- Learned the complexity of developing a product without versioning or proper frameworks (no front-end one, JQuery);

### **Internal CRM System for Inovcorp (Inovcorp)** 04/04/2016 – 14/04/2023

This was the core app for the company, with its main mission being to improve every department's productivity & data registration, as well as giving insightful analytics.

Soon after I joined Inovcorp, I started working on this product when it only had 3 basic modules.

I was then involved in the migration process from the old system to the new one.

After the migration, was quickly presented with the opportunity to be the main (& further on sole) developer for this app, working closely with the company's CEO.

#### **Main Achievements:**

*Since I accompanied the app's growth from early stages & with time was involved in not only its development but also its business logic & project management, was able to:*

- Understand how to connect a practical issue to a technical solution;
- Create technical project requirements out of non-technically issues;
- Learn how to best implement scalability through first-hand necessity for it;
- Adapt an already working software to its analytical needs;
- Learn how to upkeep a healthy & bug-free system;
- Have the fulfillment of seeing a close & quick impact that software can have in a company's life;

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Bellow are the list of **Main Modules & Functionalities:**

- Client & Contact Modules;
- EGOI integration – API automatic integration of contacts;
- Calendar (activities/events) module
  - Shared events;
  - Consulting teammate's calendars;
  - Consulting time per week/month/project;
  - Automatic scheduling
    - Project Scheduling – solved what available slots a person had in their calendar and scheduled the time length selected automatically;
  - Repetitive tasks – Single replication, daily, monthly, etc. (automatically managed based on multiple availabilities);
- Sales modules – opportunities, proposal, orders;
  - Connected to one another with easy conversions between them;
  - Connection to the Projects & Financial modules;
- Projects Module
  - Time management – both limit & tracking;
  - Time statistics – time allocated per department & per user;
- Financial:
  - Moloni Integration – API integration with Moloni (Portuguese Billing App) that replicated the invoices, receipts, invoice/receipts and credit-notes to their side;
  - Complex searches with dates, company, value, etc;
- Contracts:
  - Re-occurring monthly (or every x months) contract's billing. Automatically generated a new payment line per month, generated a new invoice for that time and sent it to the client;
  - Tracking of due-days per contract, value pending and manual notifications of billing periods;
  - Daily notifications when it reached 5, 10, 15 and 25 days to payment, and then 5 days over payment date, and so on;
  - Complex searches with dates, company, value, etc;
- Notifications module – Used by all others – made notification customizable:
  - Daily notification of pending documents that a client had to pay;
  - Daily notification of calendar events (for that day);
  - Weekly reports of time consumed per project or projects closed;
- AWS S3 integration – for attachments of multiple modules;

**Custom CRM – Brindicis (Inovcorp)**

01/01/2017 – 01/06/2019

Based on Aniwair, this CRM allowed for a custom scheduling of Brindicis' factory. They had multiple assembly lines and needed to accurately know what order was being produced by each of them, be able to plan order production as well as quickly recognize them based on their type.

Though these were the main requirements, we were able to help this product come to fruition while also adding value through features like assignment suggestion based on task type, custom calendar design for better readability that's based on assembly line, extra execution detail fields for the event to better assist production.

**Responsibilities :** Infrastructure Management, Requirements Gathering, Solution Architecture, Sprint Planning, Development, Client Presentation, Deployment;

**Main Achievements:**

- Was able to see the difference in client satisfaction before and after I entered the project; while we were achieving or overachieving in the project;
- Better understood the importance of understanding the operational process to be able to add value to the client's product & automations;
- Improved my ability to communicate with a client and establish a trusting relationship with them, which made the whole process more rewarding and productive;
- Was challenging and rewarding to achieve such a tailor-made system with such little experience;

**SaaS Ticket App – Aniwair Message (Inovcorp)**

01/01/2019 – 14/04/2023

The app was a ticket system – allowed for inbound messages to create tickets or answer them, tracking status, internal comments, assignment between team-members, etc.

The main selling point was that, besides it being a SaaS experience, it also allowed users to be in multiple teams, making it so that not only could multiple departments exist with different workflows in the same team, but you can also be connected to other teams with a completely different setting.

This project was created from previous experiences in the Inovcorp's CRM as well as a few other projects that had required inbound treatment.

Here I was able to create from the ground up a project by myself that had to be very scalable to allow a SaaS setting, which was made a lot more complex by the real-time necessity it had.

**Responsibilities :** Infrastructure Management , Solution Architecture , Development, Client Presentation, Deployment;

**Main Achievements:**

- Learned the complexity of the scalability required by a SaaS system;
- Learned how to work with multiple databases in the same project and still apply good practices;
- Was able to apply a large scale analytics system for the ongoing app without major issues;
- Created a system that allowed widget abstraction from both front and backend;
- Learned a lot about email management, especially inbound treatment;
- Real-time updated through WebSocket usages (pusher);

**Bellow are the list of Main Modules & Functionalities:**

- SAAS System – each company was a team with their own database, although users could belong to many teams;
- User, User Group & Group Permission management;
- Direct SMTP Integration;
- Integration with Mailgun;
- Integration with Sendgrid;

- Assignment & Categorization systems;
- Report/Statistics module;
- Forwarding/Attachment system;
- Multiple Inboxes (with different receiving addresses/domains) within the same company;
- Hybrid Android/iOS app (cordova);
- Used a Laravel – GraphQL integration;

## **Lawyer Consulting App – Lawra (Inovcorp)**

01/05/2017 – 01/03/2018

The project consisted in an app that allowed a user to find an attorney through a search system and get in contact with them through chat, a phone call and/or a video call – all of these would happen through the app.

**Responsibilities :** Requirement's Gathering, Solution Architecture , Infrastructure Management, Development, Client Presentation, Deployment, Team Management;

### **Main Achievements:**

- Integrated with Twilio, using SMS's, single phone calls with pre-programmed messages and creating a linking phone call between 2 numbers;
- Learned the importance of aligning client expectations;
- Learned the importance of making quicker & smaller releases rather than big frequent and unstable ones;
- Improved my training skills (2 junior colleagues I was overseeing were involved in the project);
- Learned how to and the importance of studying and testing external API's that might be required on a project;

The project ended up not going live for a lack of financing from the stakeholders, but was one of the most enriching projects in terms of professional growth, since I was involved in a lot of the technical planning & management of the project.

These were the main features of the project:

- Custom backoffice allowing for CMS management – CRUDs for pages, news, users, user-groups, permissions, lawyers, appointments, etc;
- Institutional pages for the project & it's company;
- Complex Lawyers search, combining parameters like: country, district, county, specialties, experience, rating, type of availability;
- Lawyer profile that allowed for scheduling appointments based on the custom availabilities of each lawyer – between multiple daily slots & only the "free" times within those;
- User area, that allowed to consult appointment history & consulted lawyers, as well as access to the calls (phone or video ones) when scheduled);
- Notifications to alert the user through email and/or sms about his appointments;

## **Institutional Website – Wepharma (Inovcorp)**

01/01/2018 – 01/04/2019

**Responsibilities :** Infrastructure Management, Development, Client Presentation, Deployment;

### **Main Achievements:**

- Developed my front-end and mobile-friendly (graphic focused) skills;
- Allowed me to interact with a design team external to the company (that design this website);
- Understood the very different needs that an client that requires an app has when compared to a website;
- Understood the level of graphical detail required for front-end development;

The project ended up not going live for a lack of financing from the stakeholders, but was one of the most enriching projects in terms of professional growth.

### **Internal CRM System for CPS (Inovcorp)** 01/01/2018 - 14/04/2023

This project began as a copy of Inovcorp's CRM, having it as just a base to start the development of a custom CRM for this partner company.

At the beginning of the project, I did mostly development, but slowly started taking more client and project management positions toward the project, allowing me to evolve a lot in both regards. By the end of the first 1.5 years of the project, I was not only the sole programmer of the project as well as the sole client and project manager.

**Responsibilities :** Infrastructure Management, Requirements Gathering, Solution Architecture , Sprint Planning, Development, Client Presentation, Deployment;

#### **Main Achievements:**

- Planned the replication of the system with migration of old data;
- Added safe API endpoints (with resource to Laravel's Sanctum) to allow external integration;
- Created schedules that obtained data from the client's ERP (Artsoft) & further improve their performance by importing mostly only new or updated records each time;
- Learned client & project management by having to do both independently in this project;
- Learned how to create well documented APIs;
- Learned how to manage external dependencies between this project and external developments necessary within the ERP;
- Learned how to manage and improve handling Big Queries & Data;
- Learned how to manage and improve handling Big Data from external sources;

### **Workky CMS (Inovcorp)**

01/06/2018 - 01/06/2019

The project originated as a necessity to upgrade the current CMS system as well as our technologies used for full-stack development.

With this, a CMS system was built over the course of almost a year, that allowed the basic functions of a CMS, being able to manage: menu, pages, categories, news, etc.

Technically, this was very challenging because it was not only my first experience with a front-end framework (Vue 2) but also with development based on the creation and maintenance of composer packages.

**Responsibilities :** Infrastructure Management, Requirements Gathering, Solution Architecture , DevOps Architecture, Sprint Planning, Development, Client Presentation, Deployment, Team Management;

**Main Achievements:**

- Learned Vue autonomously;
- Improved my understanding of full-stack flow between front-end and back-end;
- Learned Composer package development;
- Learned Composer close repo development;
- Learned versioning (Git);
- Was able to mount and present my idea of the required architecture to the team, and make it come to life with the team!

**Custom Sales Portal – Izirest (Inovcorp) 01/06/2020 – 01/12/2021**

Izirest was a custom sales portal for restaurant items and food, with the intent of allowing next day delivery for as many products as possible.

The concept was ambitious from an operational point as well as a technical one – I was also tasked with creating the solutions that allowed to achieve this client's needs, which made the project a lot more challenging and rewarding.

**Responsibilities :** Infrastructure Management, Requirements Gathering, Solution Architecture, Sprint Planning, Development, Client Presentation, Deployment;

**Main Achievements:**

- Able to achieve quick delivery windows based on the cart's complex product rules (at least x amount of hours till first delivery, only certain week days allowed for delivery);
- Allowed in app & imported products with all of the different availability rules and info. data;
- Able to manage (update status, quantities, values, etc) in different ways (admin, producer, logistics operator) & consult (client) deliveries, together with user group permissions;

The project ended up not going live for a lack of financing from the stakeholders, but offered me a lot of growth about how to manage client expectations and sedimented some key factors for a good product delivery.

**Custom Survey App – Intelligensi (Inovcorp)**

01/08/2018 – 01/01/2020

Intelligensi was an institutional website as well as a survey system with multiple types of surveys. Some were individual and some group surveys, all with the objective of giving the app's client insightful data about his spiritual integrity,

It was a very interesting project, not only because the concept required a lot of very specific calculus to achieve the results the client was already able to make manually, but also because it needed a CMS system behind it for the institutional part of the system.

Because of this, this project was the first to implemented Workky CMS.

It also had the very interesting component of having to work with an international team on the client's side.

**Responsibilities :** Infrastructure Management, Requirements Gathering, Solution Architecture , Sprint Planning, Development, Client Presentation, Deployment;

**Main Achievements:**

- Allowed me to work with and learn from a diverse team;
- Was able to implement a system that I built from the ground up and make it work for this client's scenario;
- Learned the importance and complexity of planning the inclusion of the client throughout the project, throughout all of it;
- Implemented a graphically complex PDF exportation for the first time;

### **Custom Travel Agency App - ToursForYou (Inovcorp)**

01/04/2020 - 14/04/2023

This app had the objective of automising all of the clients processed as an upgraded and centralised version of multiple apps they already used to this effect.

I came into the project a while before it's launch, was involved in the progressive launch and migration of data from the old system to the new one.

#### **Main Modules:**

- Process Management: Opportunity, Budget and then Process;
- Complex Financial and Accounting Management, integrated with accounting software - Moloni;
- Analytics for any data in the app, process & financial;
- Users, Groups & Permissions;
- Notification customization;
- Financial reports for Gov. entities;

**Responsibilities :** Infrastructure Management, Requirements Gathering, Solution Architecture, Sprint Planning, Development, Client Presentation, Deployment;

#### **Main Achievements:**

- Was able to put into practice & see the effect of good communicational skills with a client, be that in crisis management, data migration or solution architecture, even in complex issues & business rules;
- Increased performance in multiple modules of the application by correcting database structures & relationships, as well as optimising Model usage;
- Increased performance of a very inefficient analytics module by more than 600% and also made it more scalable (which led to further new developments in this module);
- Was able to see how much code commenting, organisation & correct structuring improved team comprehension & performance in the project, as well as overall client satisfaction;
- Made the greater part of a Financial & Accounting, which made me deeply understand both concepts & their intricacies;
- Was able to add value by adding technological improvements that reduced paper usage, optimised client communications and made accounting more efficient and reliable;

### **DAEX V1 & V2 (Inovcorp)**

01/01/2018 - 14/04/2023

A custom CRM for Ocean Medical – a company that did medical training, certification and defibrillator distribution and maintenance.

This system helped the company manage all of said tasks.

The first iteration of this app was one I inherited from another colleague, and

continued developing and maintaining as the sole developer after that.

Eventually, the project evolved to a level that required further standardization and optimization, as well as an update to the tech stack, so I proactively suggested the upgrade, presented a simple POC, and both Inovcorp and the client agreed to the new version. I constructed a new app from scratch, applying best practices, optimized DB, planned and executed the migration from V1 to V2 of the app.

**Responsibilities:** Development, maintenance, proactive suggestions and improvements and integration with multiple external tools.

**Main Achievements:**

- Improving the tech Stack: **Laravel, Vue, MySQL;**
- Issued **PDFs with custom designs**, complex layouts and very dynamic content;
- Applied **Pusher** for **real time socket** based experiences;
- **Planning and executing** the **migration** of an app **in usage** from V1 to V2 of the app;
- Being part of a project with such **great societal impact;**
- **Integration** with other Ocean Medical apps and **Google Maps;**
- **Automating billing** with an external provider (**Moloni**);
- Optimization of the app for **statistical features;**

 **Education & Training**

**IT System Manager and Programming Technician**

31/08/2013 – 14/07/2016

Professional School Bento de Jesus Caraça | Lisboa, Portugal

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