

Pedro Henrique Koeler Goulart

Phone (732) 540-6563 | Email koelergoular@wisc.edu | Website pages.cs.wisc.edu/~koeler-goulart

Education

University of Wisconsin (Madison, WI) **May 2025**
Masters of Science in Computer Science – Overall GPA: 3.79

University of Wisconsin (Madison, WI) **May 2020**
Bachelor of Science in Computer Science – Overall GPA: 3.57

Experience

Zendesk, Inc. (Madison, WI) – Senior Software Engineer **Mar 2020 - present**

- Design and develop systems part of business buying and monetization flow and refactor code in balance with feature delivery and system performance optimization utilizing JavaScript React/Redux, Ruby, and Ember.
- Develop plans with team stakeholders and design complete solutions.
- Actively monitor reliability and quality of systems, and work with team leadership to prioritize fixes.

UW Div. of Information Technology (Madison, WI) – Student Developer **Jan 2017 - Mar 2020**

- Designed and developed new employee management system for the University's Division of Information Technology utilizing JavaScript React, PHP, MySQL, HTML/CSS, and version control (Git).
- Resolved IT problems for students, faculty, and staff in a fast-paced environment on multiple platforms for the learning management system, campus network, and servers.

UW Vice Chancellor Office for Research & Grad. Education (Madison, WI) **May 2019 - Mar 2020**
Student Developer

- Designed, developed, and maintained graduate school web applications and solutions for the Vice Chancellor's Office for Research and Graduate Education utilizing C# .NET Framework and .NET Core, OracleDB, HTML/CSS, JavaScript, and version control (Git).

Comrise Technology, Inc. (Hazlet, NJ) – IT Summer Intern **Jun 2018 - Aug 2018**

- Researched Alibaba Cloud and Amazon Web Services cloud computing technologies to develop appropriate solutions for growing business needs.
- Implemented automation scripts for data download and paid-time-off calculation.
- Developed UI and database for an artificial intelligence-based recruitment automation application utilizing Django, Python, MySQL, HTML, CSS, JavaScript/jQuery, and version control (Git).

UW Wisconsin Union Global Connections (Madison, WI) – Director **May 2018 - May 2019**

- Lead committee on the development, implementation, and production of over 50 annual interactive programmings that brought international community together and raised awareness of different cultures.
- Managed a budget of \$10,800 for committee programs; negotiated sponsorship/partnerships for events.

Volunteer Work

Zendesk Pride Employee Community (Madison, WI) – Co-lead **Jan 2021 - Jan 2024**

- Lead, manage the budget for, and plan eight annual events for the LGBTQIA+ employee community.
- Coordinate across timezones and offices on collaborations with non-profit organizations.

Federal Institute of Amazonas (Manaus, Brazil) – Web Manager **Jun 2015 - Jun 2019**

- Designed, developed, and maintained annual civil engineering event website.

Languages

Native speaker of Portuguese. Fluent and literate in English. Proficient and literate in Spanish. Conversational level in Italian.