

# Technical Consultant

## Hugo Penacho

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Remote

Results-driven Technical Consultant specializing in AI-powered recruitment solutions at Textkernel by Bullhorn. Delivered customized SaaS/API integrations and automation for 100+ enterprises (8 Fortune 500, 5 government agencies). Reduced delivery times by up to 30% and provisioning errors by up to 70% via Jenkins automation and process optimization. Expert in REST/SOAP APIs, AWS, Python, SSO (SAML/OIDC), Salesforce, JIRA, and complex troubleshooting.

## Work Experience

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### *Technical Consultant*

Textkernel - Machine Intelligence for People and Jobs | Amsterdam, Netherlands

### Technical Highlights Jun 2022 - Present

- Successfully delivered AI-powered recruitment solutions for a portfolio of over 100 enterprise clients (incl. 8 Fortune 500, 16 Global 2000).
- Implemented and delivered tailored AI recruitment solutions for 5 government agencies, addressing unique public sector needs.
- Considerably reduced delivery time by up to 30% for key Textkernel products through improvements in automation of provisioning processes (Jenkins) and cross-department process streamlining.
- Slashed user-made provisioning errors by up to 70% by implementing validation tools that enforce naming conventions and block invalid inputs.
- Successfully finalized over 500 JIRA issues across internal operational enhancements and key customer requests.
- Completed over 300 customer product deliveries and functionality rollouts, tracked in Salesforce.
- SME for Textkernel products integration in SAP SuccessFactors, consistently optimizing and improving/refining our provisioning and delivery processes, ensuring timely and high-quality product integration deliveries.

### Core Responsibilities

- Created parameterized Jenkins jobs for automated, customer-tailored Textkernel product deployments.
- Analyzed external customer systems and determined optimal service connections.
- Created technical designs and oversaw project implementation.
- Managed communication and collaboration with customers and internal resources, ensuring successful project delivery.
- Troubleshoot issues ranging from configuration errors to product issues on both ends.
- Worked collaboratively with cross-functional teams to continuously improve products and processes.

### Core Skills

#### *Technical & Programming*

- Jenkins
- XML Configuration
- Python / Scripting
- Git / GitLab
- REST APIs
- SOAP APIs
- Docker
- Elasticsearch

## **Implementation & Consulting**

- SaaS Implementation
- Technical Consultation
- API Integration
- Single Sign-On (SSO) (SAML / OIDC)
- Troubleshooting
- Configuration Management
- Technical Solution Design
- Onboarding & Customer Success
- Software Implementation
- SAP Successfactors

## **Cloud & Tools**

- Amazon Web Services (AWS)
- Kibana
- Grafana
- Salesforce
- JIRA
- SoapUI

## **Previous Work Experience**

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**Web Developer** Feb 2021 - May 2022

Siemens | Portugal

- Developed internal web applications using React, Node.js, Jest, Express, Typescript.
- Provided ongoing corrective maintenance on company applications to ensure smooth operations.
- Communicated directly with clients to gather feedback and helped to devise solutions that met their unique needs.
- Continuously developed strong problem-solving abilities and collaborated effectively with team members to ensure timely delivery of high-quality work.

**Web Developer (Internship)** Nov 2020 - Jan 2021

Siemens | Portugal

- Successfully completed 400-hour curricular internship over 3 months, which led to being hired for a full-time position. Demonstrated proficiency in Angular, .NET Core, and Microsoft SQL Server.
- Committed to continuous learning and contributed to key projects, demonstrating a dedication to the organization's success.
- Communicated effectively with senior team members, providing regular progress updates and seeking feedback to ensure project success.

## **Education**

**University of Helsinki** Nov 2020 - Nov 2021

FullStackOpen 2021 MOOC Computer Programming

**ATEC - Training Academy** Sep 2019 - Jan 2021

IT Technologies and Programming Specialist Course

## **Languages**

- English (Fluent) • Portuguese (Fluent) • Spanish (Basic)

## **Certificates**

Full Stack Open 2021

University of Helsinki

EF SET English Certificate 91/100 (C2 Proficient)