Dalia Fernandes

Engineering Manager

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SUMMARY

Engineering manager with 5 years leading backend and platform teams at a fintech company, growing a team from 4 to 9 engineers. Shipped a payments migration that cut transaction failures by 60% and set up an on-call rotation that cut after-hours pages by half. Known for clear roadmaps and direct, kind feedback.

EXPERIENCE

Engineering Manager — Northbridge Payments

Denver, CO · Apr 2022 – Present

- Lead a team of 9 backend and platform engineers, growing it from 4 through 6 hires in 18 months while keeping voluntary attrition at zero.
- Drove the migration of the core payments service to a new provider, cutting transaction failure rate from 2.1% to 0.8% over a 4-month rollout.
- Set up a formal on-call rotation and runbook library across 2 teams, cutting after-hours pages from 18 to 8 a month.
- Rebuilt the team's sprint planning and roadmap process, raising on-time delivery of committed work from 55% to 85% over 2 quarters.
- Promoted 2 engineers to senior and identified 1 future manager through a mentoring track she now runs for 3 engineers.

Senior Software Engineer / Team Lead — Northbridge Payments

Denver, CO · Jan 2020 – Mar 2022

- Led a 4-person feature team building the fraud review dashboard, cutting manual review time per case from 12 to 4 minutes.
- Acted as technical lead on the move from a monolith to 3 services, writing the migration plan the team followed over 9 months.
- Ran code review and onboarding for 3 new hires, cutting ramp-up time to first production deploy from 6 weeks to 2.

SKILLS

Leadership: Hiring and interviewing, performance management, 1:1 coaching, roadmap planning

Delivery: Agile/Scrum, sprint planning, incident management, on-call design

Technical: Go, Python, PostgreSQL, Kafka, AWS, system design review

Collaboration: Cross-functional planning with product and design, stakeholder updates

EDUCATION

B.S. Computer Science, University of Colorado Boulder, 2016

Fictional example by FindAJobAI: the person, employers and numbers are invented.