

Senior Technical Consultant

Hugo Penacho

Summary

Technical Consultant with 3+ years of experience delivering AI-powered recruitment solutions for enterprise and government clients, owning projects end-to-end from discovery through implementation and rollout. Strong background in customer-facing technical delivery, solution design, API integrations, automation, and troubleshooting across complex client environments. Hands-on Python experience for automation and data manipulation, including pandas and NumPy for transforming Excel/CSV inputs into structured files used in internal normalization pipelines.

Impact Highlights Jun 2022 - Jan 2026 Bullhorn / Textkernel

- Reduced delivery time for key Textkernel products by up to 30% through Jenkins automation and process streamlining.
- Reduced user-made provisioning errors by up to 70% by implementing validation tools and enforcing naming conventions.
- Delivered over 300 customer product rollouts and functionality changes across enterprise and government clients.
- Resolved over 500 JIRA issues spanning customer requests, operational improvements, and internal enhancements.

Core Skills

- Technical consulting and delivery: solution design, customer discovery, stakeholder communication, requirements gathering, troubleshooting, onboarding, end-to-end project ownership.
- Python and data: Python, pandas, NumPy, automation scripting, CSV/Excel transformation, data wrangling, validation scripts, structured file generation for normalization pipelines.
- AI / search / relevance: match query tuning, search relevance configuration, data quality feedback loops, API-based validation, prompt engineering foundations, agentic AI learning in progress.
- Platforms and tools: Jenkins, XML configuration, Git/GitLab, REST APIs, SOAP APIs, Docker, Elasticsearch, AWS, Kibana, Grafana, Salesforce, JIRA, SoapUI.
- Currently deepening: FastAPI/Flask, advanced pandas/NumPy workflows, LLM evaluation, and RAG concepts.

Work Experience

Senior Technical Consultant Jun 2022 - Jan 2026

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

- Acted as a primary technical point of contact for 100+ enterprise and government customers, supporting AI-powered recruitment solution delivery from discovery to rollout.
- Led technical discovery and solution design by analysing customer systems, identifying optimal service connections, and translating client needs into implementation plans.
- Created parameterized Jenkins jobs for automated, customer-tailored deployments and Python utilities for provisioning and data-manipulation tasks.
- Used pandas and NumPy to transform Excel/CSV data into structured files for internal normalization pipelines and custom provisioning workflows.

- Configured custom Match Query Templates to tune ranking and relevance for client-specific needs, then demonstrated the results through SOAP API calls in real time.
- SME for Textkernel ↔ SAP SuccessFactors integrations; owned and optimized provisioning workflows to support timely, high-quality customer deliveries.
- Troubleshoot configuration, product, and delivery issues across customer and internal environments, working closely with product and cross-functional teams to improve outcomes.

Web Developer Feb 2021 - May 2022

Siemens | Portugal

- Developed internal web applications using React, Node.js, Express, TypeScript, and Jest.
- Worked directly with clients and stakeholders to gather feedback and refine solutions.
- Performed maintenance and feature work in a production environment, strengthening delivery discipline and collaboration.
- 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

- Completed a 400-hour internship that led to full-time hiring.
- Worked with Angular, .NET Core, and Microsoft SQL Server.

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)