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# Guilherme Jansen

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## ABOUT ME

I build software for messaging and AI-assisted customer support, from API and webhook integrations to deployment and operation. My work includes Go APIs, operations dashboards, and AI agents that use tools and hand conversations over to human operators.

Technologies: Go, Python, TypeScript, PostgreSQL, Docker and Kubernetes. Languages: native Portuguese, English A2 and Spanish A2. Open source: changes merged upstream in WuzAPI for group management, Docker/Compose and database connectivity.

## WORK EXPERIENCE

### PARTNER AND SOFTWARE ENGINEER – CONVERSA LABS – 11/2025 – Current

Built Maestro, an AI agent service for customer support integrated with Chatwoot. It supports tool use, action validation and handover to human operators. Technologies include Python, FastAPI and LangGraph.

### FOUNDER AND SENIOR SOFTWARE ENGINEER – SETUP AUTOMATIZADO – 03/2024 – Current

Built and extended a Go API layer on whatsmeow for FunnelChat, a Setup client since August 2025, with Z-API-compatible endpoints. Implemented features for the SaaS dashboard and led the application's migration from AWS to Kubernetes on Oracle Cloud.