MELISA PINTO



Job: Engineering Manager (acting Principal Engineer)

Company: PWC

I lead DevOps initiatives to build secure, scalable infrastructure and CI/CD pipelines. I align engineering with business goals, mentor teams, and drive delivery excellence by improving reliability, speed, and developer experience. My work ensures smooth, efficient software delivery in complex environments.

Passionate	Reflective	Driven

The skills I use most in my job... Cloud Infrastructure – Designing and managing scalable, secure cloud environments (AWS, Azure) to support reliable software delivery.

• CI/CD Automation – Building and optimising pipelines to enable fast, consistent, and high-quality deployments.

• Stakeholder Communication – Translating technical concepts for non-technical audiences to align solutions with business needs.

The most interesting thing I've worked on in my career so far...I led a project using GenAI to streamline insurance complaint handling. We built a solution that summarised customer complaints

and suggested next steps, reducing manual effort and response times. It was exciting to apply cutting-edge tech in a highly regulated space while improving both efficiency and customer experience.

What inspired me into digital and tech...I've always loved solving problems and understanding how things work. My background in psychology sparked my interest in human behaviour, and data analytics showed me how tech could be used to drive meaningful change. That blend of curiosity and impact is what drew me into digital and tech.

My educational background is...I have an undergraduate degree in Psychology and a postgraduate degree in Data Analytics. This combination helps me approach technical problems with a people-first mindset, blending analytical thinking with empathy — especially valuable in leadership, stakeholder collaboration, and building user-centric engineering solutions.

What advice I'd give to girls thinking about a career in digital and tech... Don't wait until you feel "ready" — start exploring, ask questions, and try things out. Tech needs diverse voices and perspectives, and your unique way of thinking is a strength. Stay curious, find mentors, and remember: you absolutely belong in this space, even if it doesn't always look like it.