

Luís Passos

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Delivery Manager | Product Development, Idea to Launch | SAP-Integrated OutSystems | AI in Production

Summary

Owns enterprise products from idea to launch for multinational clients across the US, EMEA and APAC: finds the gap in the client's process, designs the app, evaluates the tech stack and sets the architecture, estimates budget and team, plans the delivery and builds it with the team. Delivery manager, solution architect and tech lead on every project; clients have included Heineken, Syngenta and Bosch. Has owned about 16 solutions and systems and helped build or advised on 15+ more. Adapts to what each project needs, learning new platforms on the job. Has AI agents live in client workflows, the first with several hundred users, and is designing an own-concept ISA-88 and ISA-95 MES and RMS platform for five manufacturing industries.

Key Achievements

- Syngenta engagement grew from 4 people to 16 over three years across the US, EMEA and APAC; scoped and won the follow-on projects behind that growth.
- Rebuilt factory order-to-delivery workflows: work that took 7 to 8 people more than a week now runs with 1 to 2 people in half a day, on processes that repeat every few days.
- Designed a dynamic master data and GMMS solution for Syngenta on SAP, built from the client's process pain with no written specification. NovioQ is productising it for commercial release.
- Started the AI practice at NovioQ with one colleague, from after-hours prototypes to live client use. The first agent is in production with several hundred users.

Experience

NovioQ B.V. (OutSystems Sales and Delivery Partner, Nijmegen and Portugal)

Delivery Manager | Portugal and Netherlands | Jun 2023 – Present

Enterprise OutSystems products integrated with SAP: order-to-delivery, warehouse, master data, manufacturing and certification systems for multinational clients. Product owner, solution architect and tech lead on every project as well as delivery manager. About 16 solutions and systems owned, including five major projects in two years, each with a team he managed and two running longer than a year; one to three at a time depending on size and stage. Helped build or advised on 15+ more. Teams of up to 15 across development, QA, business analysis and design, with hiring interviews, onboarding and mentoring across them.

- Own each product from the first technical meeting to launch: write the proposal and the budget and team estimates, design the screens in Figma, evaluate the tech stack, write the functional and technical requirements and workflows, structure the team, plan the delivery and develop alongside it.
- Designing an own-concept ISA-88 and ISA-95 MES and RMS platform, with potential as a NovioQ product, that adapts to chemicals and agrochemicals, industrial manufacturing, pharmaceuticals and life sciences, food and beverage, and consumer goods. Own the business plan, Figma prototypes, requirements, architecture, AI agent implementation, team structure and project plan.
- Delivered a Syngenta customer portal placing live orders straight into SAP. MVP in one month, full solution in three, and the work then ran on for more than a year.
- Led the MES and RMS build for a Japanese materials manufacturer, owning the product definition as well as the delivery.
- Put AI agents into live enterprise workflows: one translates SAP messages into plain business language in real time, others walk users through actions such as material enrichment. Built with Claude Code and Cursor. Use AI daily as an accelerator (mainly Claude, plus Codex, Cursor, Mistral, Lovable and AI in Figma), from prototypes to code and documentation, and review and trim every output before it ships.
- Learned AWS and Qlik Sense on the job when Syngenta's projects needed them, then embedded Qlik Sense analytics inside OutSystems using OAuth2 machine-to-machine authentication, putting live operational dashboards in the app people already work in. Published the approach as a technical article.

Senior Tech Consultant | Portugal and Netherlands | Jul 2022 – Jun 2023

- Delivered for Heineken, then moved to Syngenta and opened the engagement that later grew to 16 people.
- Owned the timelines and budgets on that work, and built the client relationship through delivery.
- Promoted to Delivery Manager after 11 months.

Deloitte

Technology Consultant | Porto, Portugal | Apr 2022 – Jun 2022

Accenture

Advanced Application Engineering Analyst | Braga, Portugal | Jun 2021 – Apr 2022

Business and Integration Architecture Analyst | Braga, Portugal | Jul 2020 – Jun 2021

Application Development Associate | Braga, Portugal | Jul 2019 – Jun 2020

Technology Trainee | Braga, Portugal | May 2019 – Jun 2019

- Worked SAP ABAP for nearly two years on national and international projects for Endesa and Enel, including the IS-U module across billing, invoicing and FI-CA. Moved onto OutSystems in 2021 and helped design solutions for EDP in the final months.
- Trained new joiners, and supported the team lead on project planning, team management and system architecture.
- Entered Accenture's internal innovation contest with a B2B solution for workplace wellbeing; the result led to a move into a new OutSystems team.
- Three promotions in under three years.

Earlier career, 2015 – 2019

Co-founder, Pro+ (2018 – 2019), including two startup incubator programmes with Startup Braga, INL and CENTI. Associate Researcher, International Iberian Nanotechnology Laboratory (2017 – 2018), and invited speaker at the INL Summit 2018. Freelance sales representative, DigitAll (2015 – 2018).

Education

MSc Biotechnology | Universidade do Minho | 2016 – 2018

BSc (Licenciatura) Bioengineering | Universidade de Trás-os-Montes e Alto Douro | 2012 – 2016

Certifications

- AWS Certified Solutions Architect – Associate, Amazon Web Services, 2024
- OutSystems Associate Developer (ODC), 2025
- OutSystems Associate Reactive Developer, 2021; Associate Traditional Web Developer, 2022
- OutSystems Sales Certification 2026 and Pre-Sales Certification 2026 (also certified 2023, 2024, 2025)
- SpinqueDesk, Spinque, 2023

Awards

- First place, OutSystems Build for the Future Hackathon, 2023
- First place, Talent 4 Innovation B2B, Accenture Portugal, 2019
- Third place, Global Technology Innovation Contest, Accenture Europe, 2020

Skills

Product and strategy: product development, product ownership from idea to launch, business strategy, business plans, gap analysis, functional and technical requirements, workflow design, UI design in Figma

Delivery and project management: delivery management, project and programme management, budget and team estimation, team structure, project and resource planning, pre-sales and proposals, mentoring and onboarding, hiring interviews, stakeholder management, Agile, Scrum, Jira, Confluence

Architecture and integration: tech stack evaluation, solution architecture, systems architecture, SAP integration, ISA-88, ISA-95, Industry 4.0, REST APIs, MuleSoft, SnapLogic, ERP and MES landscapes, CI/CD

Platforms: OutSystems (O11 and ODC), SAP, SAP ABAP, SAP IS-U, AWS, Azure, Databricks, Qlik Sense, Exasol, Spinque, SQL, PostgreSQL, .NET, C#, Java, JavaScript

AI and design tools: Claude, Claude Code, Codex, Cursor, Mistral, Lovable, Figma, Miro

Data and AI: AI agents, LLMs in enterprise workflows, AI-assisted design and development, Model Context Protocol (MCP), Power BI, analytics embedding

Languages

Portuguese (native), English (full professional), Spanish (limited working)