

PERSONAL INFORMATION

Dany Coutinho



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Sex Male | Date of birth 23/11/1993 | Nationality Portuguese

WORK EXPERIENCE

06/06/2018–Present

ICT consultant

Altran, Porto (Portugal)

Control of a range of Natixis Group systems and applications with the objective of maintaining them in optimal operating conditions.

- Provide a wide range of activities including:
 - Ensure compliance with client standards (SLA).
 - Compliance of services, processes and quality.
 - Activity report used by the Project Manager.
 - Monitor and control the correct course of operations.
 - SPOC in case of doubt and for technical guidance.
 - SPOC for all technical teams in the event of a possible emergency.
- Worldwide Banking IT Operations Supervision 24/7:
 - Monitor alerts from different levels of infrastructure and applications.
 - Monitoring and management of Infrastructure and Apps events.
 - Monitoring of file transfers.
 - Technical support for IT operations.
 - Detect incidents and implement the initial resolution, in accordance with predefined procedures as directed.
 - Incident and crisis management.
 - Communication processes by e-mail and critical calls in an emergency scenario.
 - Maintenance of virtual servers, Blade, Physical (HP, IBM, IBM i'ataplex, Bladecenter and Cisco UCS) and physical servers for Windows, Linux and Solaris.
 - Data centre access management.
 - Physical and logical access management.
- IBM Mainframe:
 - Support for incidents involving IBM TWS Mainframe and z / OS.
 - JCL manipulation, regarding requests and exceptional instructions.
 - Planning, analysis and recovery of batch processing on the Production, Qualification and Recette environments with MVS.
- Control-M:
 - Workload Automation Support, job incident analysis and treatment.
 - Monitoring the state of resources, capacity and infrastructure.
- AS400:
 - Creation and maintenance of profiles.
 - US/FR production batch monitoring and management.
 - Follow checklist procedures from beginning to end to ensure the correct launch and conclusion of backups and processing of batches.

28/09/2015–05/06/2018

Customer service representative

Armatis-LC Portugal, Porto (Portugal)

- Reception of calls and responses to customer requests from any parameter.
- Issuing calls to ensure customer satisfaction.
- Repositioning the offer.
- Ensuring the quality of commercial services.
- Management of Personal Claims.

- Retention of the Clients.
- You know, business negotiations.

05/10/2013–01/08/2014

Customs and excise officer

António Oliveira Despachantes do Porto, Leça da Palmeira (Portugal)

- Reception and preparation of goods.
- Processing of customer's orders.
- Development of commercial invoices.

01/03/2012–05/06/2012

Web developer

Civigest, Vila Nova de Gaia (Portugal)

- Creation of the website for presentation of the company to the Portuguese market.

10/01/2011–04/2011

Computer scientist

Clinique PC Pedroso, Carvalhos (Portugal)

- Repair and maintenance of computers.
- Recovery of the data.
- Recovery of the Operating System.

EDUCATION AND TRAINING

15/09/2012–20/06/2013

Multimédia

Isla Gaia, Vila Nova de Gaia (Portugal)

- Photoshop
- Illustrator
- Web programming (PHP; HTML; CSS)
- Networks
- Application programming (VisualBasic; SQL)

10/09/2009–15/06/2012

Escola Profissional do Infante, Vila Nova de Gaia (Portugal)

- Web programming (PHP; HTML; CSS)
- Networks
- Application programming (VisualBasic; SQL)

PERSONAL SKILLS

Mother tongue(s)

Portuguese, French

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	B1	B1	B1	B1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages - Self-assessment grid

Communication skills

- Self-taught
- Emotional intelligence
- Interpersonal skills and abilities
- Capacity for personal motivation and motivation of people
- Field of contact with the general public
- Ability to be self-critical

➤ Adaptability and flexibility

Organisational / managerial skills

- Skills for teamwork
- Ability to solve problems and unforeseen
- Proactive in presenting new approaches, new solutions
- Ability to systematize and analyze results, operational data
- Organizational capacity and method
- Suitability for time management
- Ability to define priorities and objectives

Job-related skills

➤ Solid user and technical computer skills.

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital skills - Self-assessment grid

Driving licence

B