

# Guilherme Magalhães Guerra

## OBJECTIVE

- Join the IT Mainframe Modernization and Governance field in global companies, seeking to enhance my skills and contribute to the improvement and modernization of solutions.

## PROFESSIONAL HISTORY

**Mainframe Operations Shift Leader (1st Shift),** 12/2021 – 12/2024

**Kyndryl** - Hortolândia, São Paulo

- Ensure quality and efficiency in delivering Mainframe Operations services during the 1st shift. Manage the technical and administrative requirements of the team, and ensure compliance with agreed SLAs.

**Mainframe Operator (3rd Shift),** 04/2015 - 12/2021

**IBM** - Hortolândia, São Paulo

- Monitored Batch and Console environments on the z/OS system for a global telecommunications client. Acted with support teams and resolved systemic issues. Performed maintenance and system updates to meet SLA delivery. Led, planned, and managed several projects and continuous improvement initiatives using agile methodologies. Mentored in Project Management, acquiring necessary knowledge to work in the field.

**9940502022 - CIO - Mainframe IMS | Database**

**Administrator,** 03/2025 - Present

**Accenture** - São Paulo

- Currently supporting the transition and steady-state phase of a major Mainframe client in the telecommunications sector. Acting as a technical reference for the batch and console operations teams, supporting a team of ten members. Responsible for effectively monitoring production batch cycles and overseeing daily operations, providing support and guidance to staff during all types of technical incidents. Implementing and planning changes (upgrades and system alterations). Coordinating with the team and overseeing the execution of critical activities, such as Disaster Recoveries and application Releases (Minor and Major). Identifying improvements in processes and operational procedures and sharing lessons learned with the team whenever necessary.

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## EDUCATION

**Bachelor's in Digital Games -**

Information Technology

**Pontifical Catholic University of**

**Campinas** - Campinas, SP

**Graduated:** July/2014

**IT Governance and Management**

- Information Technology

**Senac Brazil** - Campinas, SP

**Graduated:** 2017

## LANGUAGES

**Português:** Native

**English:** Fluent, C1

**Spanish:** Intermediary, B2

## Skills and competencies

- Leadership
- Agile Methodologies
- Project Management
- Systems Monitoring
- Mainframe Experience in z/OS Environment
- Teamwork
- Problem Analysis and Resolution
- Knowledge in Tivoli Monitoring Tools
- DevOPS Fundamentals and Tools
- Programming: JCL, Java, JavaScript, Linux, HTML, COBOL, Python, VBA (basic)

## CERTIFICATIONS

- First (FCE) - Cambridge English
- ITIL Foundation
- Scrum Foundation Professional Certification - SFPC™

## BADGES AND OTHER CERTIFICATIONS

### Agile and agile methods

- Agile explorer
- IBM agile explorer
- IBM agile advocate
- IBM agile champion
- Agile for services practitioner
- Enterprise design thinking practitioner

### Mainframe e z/OS

- Interskill - IBM z system automation - operations - Experienced
- Interskill - Mainframe specialist - parallel sysplex -
- Foundations 2.4
- Interskill - Mainframe specialist – z/OS – experienced 2.4
- Interskill - Mainframe specialist – z/OS – experienced 2.5
- Interskill - Mainframe operator - IMS operations
- Interskill - Mainframe specialist – SMP/E – foundations 2.5
- IBM CMOD on CLOUD – essentials
- Modern Mainframe advocate - foundation

### Management and leadership

- IBM associate project manager
- IBM mentor
- Lifelong learning
- Leadership behavior - advocate
- Leadership behavior - devoted
- Leadership behavior - empathetic
- Leadership behavior - fast
- Leadership behavior - flat
- Leadership behavior - restless

### Artificial intelligence and Deep learning

- Deep learning essentials
- Deep learning
- Accelerated deep learning with GPU
- Deep learning using Tensorflow
- AI foundation
- AI at Kyndryl - Mainframe modernization
- DevOPS and automation
- Interskill - DevOPS fundamentals
- IBM automation: compass

### Programming

- COBOL Fundamentals

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