

# MIGUEL SOARES

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## SUMMARY

I am an experienced and versatile professional with good communications, planning and organizational skills. I am goal driven and client oriented. With both efficacy and efficiency in mind, I can contribute with appropriate solutions for different business contexts.

## EDUCATION AND TRAINING

### Bachelor's Degree in Information Technology Management

[Universidade Lusófona de Humanidades e Tecnologias](#) || [Attending](#)

### CERTIFIED ITIL Foundation & v3, Bridge

[EXIN](#) || [November 2009](#)

## EXPERIENCE

### Senior Business & Data Analyst

[Hoist Group Portugal, S.A.](#) || [June 2019 -](#)

Responsible for gather and define requirements with stakeholders, create business requirements according to business priorities. Spelling out the project details and requirements by creating user stories and acceptance criteria. Map requirements to standard features and functions. Acting as a conduit between the development team and the stakeholders. Help shape and define team practices and processes to continually improve agile ways of working.

### Services Coordination

[NOS Comunicações, S.A.](#) || [June 2015 - June 2017](#)

Operational coordination of the areas Travel Management (Hotels, flights, taxis, rentals, ~50000 services per year), Mobile equipment Management (~2500 un), and Access Management to the company facilities (~7000 employees). Definition of management and business processes. Development and implementation of Travel Expense Management Reports. Responsible for the tender specifications for the hiring of a new Travel Agency in 2016.

### Audit Area Coordination

[ZON TV Cabo Portugal, S.A.](#) || [October 2011 – March 2014](#)

Project and Operational coordination of audit team. Audit and Quality Management (fraud detection and audits of networks, infrastructures, telecommunications equipment and services at the request of other internal departments).

### Functional Analyst

[ZON TV Cabo Portugal, S.A.](#) || [March 2009 – June 2010](#)

Reference Data for Incident and Service Management, Problem Management, Change Management (category levels, service groups, symptoms, unavailability, priorities, impact). Process Management analysis, functional tests (workflow, lifecycle and its respective states, notifications). User trainer.

### Reporting and Processes Analyst

[ZON TV Cabo Portugal, S.A.](#) || [April 2008 – September 2011](#)

Responsible for the development of QoS indicators for decision support and KPI for performance analysis. Responsible for process analysis and Quality Assurance.

## SKILLS

Leadership	● ● ● ● ●	BPM / BPMN	● ● ● ● ●	Office 365	● ● ● ● ●
Planning	● ● ● ● ●	Business Analysis	● ● ● ● ●	Visual Paradigm	● ● ● ● ●
Communication	● ● ● ● ●	Functional Analysis	● ● ● ● ●	Confluence	● ● ● ● ●
Customer Service	● ● ● ● ●	Data Analysis	● ● ● ● ●	Jira	● ● ● ● ●
adaptability	● ● ● ● ●	Agile method.	● ● ● ● ●	UX/UI tools	● ● ● ● ●

## LANGUAGES

	Understand	Speak	Write
English	● ● ● ● ●	● ● ● ● ●	● ● ● ● ●
Spanish	● ● ● ● ●	● ● ● ● ●	● ● ● ● ●

## INTERESTS

<a href="#">Travel</a> I love to visit new places, with a cultural background.	<a href="#">Bushido / Aikido</a> I admire and identify myself with the samurai philosophy.
<a href="#">Music</a> I listen to all musical genres, but my preference is jazz, soul, blues and funk.	<a href="#">Photography</a> I am passionate about photography.