Dany Coutinho

Nationality: Portuguese

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Gender: Male

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WORK EXPERIENCE

ICT consultant
Altran [06/06/2018 – Current]

Address: 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.

Customer service representative
Armatis-LC Portugal [28/09/2015 – 05/06/2018]

Address: 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.

Customs and excise officer
António Oliveira Despachantes do Porto [05/10/2013 – 01/08/2014]

Address: Leça da Palmeira (Portugal)

- ➢Reception and preparation of goods.

- ➢Processing of customer's orders.

- ➢Development of commercial invoices.

Web developer
Civigest [01/03/2012 – 05/06/2012]

Address: Vila Nova de Gaia (Portugal)

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

Computer scientist
Clinique PC Pedroso [10/01/2011 – 04/2011]

Address: Carvalhos (Portugal)

- ➢Repair and maintenance of computers.
- ➢Recovery of the data.

- ➢Recovery of the Operating System.

EDUCATION AND TRAINING

Multimedia - Technician Level 5
Isla Gaia [15/09/2012 – 20/06/2013]

Address: Vila Nova de Gaia (Portugal)

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

Programming of Computer Systems - Technician Level 4
Escola Profissional do Infante [10/09/2009 – 15/06/2012]

Address: Vila Nova de Gaia (Portugal)

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

LANGUAGE SKILLS

Mother tongue(s):

Portuguese , French

English

LISTENING: B1 **READING:** B1 **WRITING:** B1

SPOKEN PRODUCTION: B1 **SPOKEN INTERACTION:** B1

DRIVING LICENCE

Driving Licence: **B**

ORGANISATIONAL SKILLS

Organisational 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

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal 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

JOB-RELATED SKILLS

Job-related skills

➢ Solid user and technical computer skills.