

Carlos Duarte

Title: Digital Transformation Consultant

Location: Aveiro, Portugal

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Summary

Tech-savvy professional with 4 years of experience in digital transformation and technology consulting. Skilled in guiding organizations through technology adoption and process digitization. Strong background in project management and system implementation.

Experience

Altice Labs – Aveiro

Digital Solutions Consultant

October 2021 – Present

- Led digital transformation initiatives for telecom clients, resulting in 30% operational efficiency gains.
- Designed and implemented CRM system integrations for improved customer data management.
- Developed digital roadmaps aligned with clients' strategic business objectives.

Novabase – Lisbon

Business Technology Analyst

June 2020 – September 2021

- Conducted technology assessments to identify modernization opportunities.
 - Supported the implementation of cloud-based solutions for financial services clients.
 - Collaborated in Agile development teams for custom software solutions.
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Education

University of Aveiro – Aveiro

MSc in Information Systems and Technology

2018 – 2020

ISCTE-IUL – Lisbon

BSc in Information Technology Management

2015 – 2018

Skills

- Digital strategy development

- Business process optimization
- Project management (Agile, PRINCE2)
- CRM systems (Salesforce, Microsoft Dynamics)
- Portuguese (native), English (fluent)
- Strong client relationship management abilities