





TOMÁS MENDES


Diversified Professional able to combine hard and soft skills in a variety of contexts. Experience in Networking and Telecommunication Solutions. Overall good visibility to a variety of positions such as Programming, Networking, System Administration, IT Consulting and others.

Competent at Interpersonal Communication, Mediating, identifying tasks and gathering people to solve them. Track record of increasing Team Well-Being, Customer Happiness and Stakeholder Satisfaction. Capable at Problem Solving, Critical Thinking, gathering and filtering information and turning it into concise and digestible knowledge.

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 Porto, Portugal

Technical Skills

Telecommunications
Computer Networking
IT Consulting
Troubleshooting
Technical Writing and Research

Interpersonal Skills

Teamwork
Task and Time Management
Communication
Client Relations
Stakeholder Relations

Language Skills

Portuguese	Native
English	C1
Spanish	B1

Work Experience

Present
06/2024

Career Break

• I'm taking time to improve my skills and develop fresh ones. I'm learning French; improving my Spanish; and getting courses on Team and Project Management in addition to Leadership.

05/2024
10/2022

Technical Consultant

Deloitte Technology, S.A.

- Coordinating the Implementation of Microsoft's Unified Communications as a Service (UCaaS) Solution for a High-Profile Client in over a hundred Sites spanning all Continents.
- Critical and precise evaluation of how to seamlessly integrate the latest Technological Advancements with the client's Business Requirements, considering both Technical and Financial aspects.
- Frequent Collaboration with both Internal and Client Stakeholders, ensuring that Interests are aligned, and Requirements consistently met.
- Regularly assessing the Team's Well-Being, maintaining a Manageable Workload and Engagement by fostering an environment that encouraged diverse skills and tasks.
- Presenting and Outlining information to On-Site Personnel, ensuring the solution was Successfully and Efficiently Implemented.

06/2022
10/2021

Technical Support Engineer

Talkdesk, Inc.

- Tier 3 Support Role offering Software Support to Talkdesk's Contact Center as a Service solution.
- Troubleshooting by gathering, filtering and processing data; determining probable causes and creating a plan of action while maintaining Service Level Agreements with high-profile clients.
- Maintaining correct flow between CCaaS and client-requested integrations such as Salesforce, Zendesk, Slack, Microsoft Teams and Service Now.
- Corporate Client-facing Role involving daily contact with Industry Leading Companies' Stakeholders ensuring client satisfaction.

09/2021
05/2021

Network Operations Center Engineer Trainee

NoniusSoft, S.A.

- Support and Maintenance of Telecommunications Software Solutions and required Network Infrastructure.
- Logs analysis, verifying and correcting configurations and standard troubleshooting procedures and techniques.
- Corporate Client and End-User Facing Role requiring interpreting grievances, identifying under-performances and finding root-causes through troubleshooting.
- Translating technical solutions into straightforward step-by-step instructions able to be carried out by Non-Technical Personnel.
- Executing routine Checkups and Updates on Servers Switches, Routers and Firewalls both Remotely and On-Site.
- Communication through email, telephony and In-Person contact. Daily use of English and Portuguese. Occasional use of Spanish.

Education Experience

2021
2017

Bachelor's Degree, Computer Engineering

ISEP - Instituto Superior de Engenharia do Porto

- Curriculum oriented to Software Engineering with a variety of courses approaching other fields of the Computer Science and Engineering sector.
- developed my understandings of Algorithmics, Computer Architecture, Data Structures, Data Processing and many other skills foundational to any Professional looking to seek a career in Technology.
- Excelled when placed on a team environment in which I could play a role in planning and distributing tasks, achieving successful deliveries of a project to a professor, simulating the delivery of a product to an owner.
- Included courses in Algebra, Geometry, Mathematics and Physics which I found to be very mentally stimulating and a welcome cross-section of High-Level Computer Engineering with its Theoretical Bedrock.

2020
2019

CCNA Routing and Switching

CISCO Networking Academy | ISEP ACADEMY

Credential • Final Project Repository

- Classes on several networking concepts, appliances, protocols and technologies with the goal of acquiring strong foundations in the networking sector
- Evaluation was made based on 4 practical projects, two on Packet Tracer and two on an in-house Live Environment.

Tomás Mendes

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