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Professional Experience

<p>Nokia Networks Portugal, Alfragide, Portugal (June 2019-Present)</p> <p>Position: Case Handling Engineer (Actual)</p> <p>Project:</p> <p><u>GS GDC EUR CS IMS- Technical Support for Circuit Switching Session Management</u></p> <ul style="list-style-type: none">• Level 2 technical support for IMS products and solutions (CFX, Netnumber Titan, Lims, SPS).• Troubleshoot, diagnose, neutralise, reproduce, escalate to next level. <p>Position: IP Support Engineer Intern</p> <p>Project:</p> <p><u>ION TAC NAR- IP and Optical Network Technical Assistance Center for North America Region</u></p> <ul style="list-style-type: none">• Level 2 technical support for IP and Optical products and solutions.• Troubleshoot, diagnose, neutralise, reproduce, escalate to next level and ultimately resolve product issues. <p>Tools: Salesforce, Wireshark, WinSCP, FileZilla, Putty, RASClient, Linux, Jira.</p>	
<p>Randstad Portugal, Lisboa, Portugal (November 2018-June 2019)</p> <p>Position: Network Engineer</p> <p>Project:</p> <p><u>GIS- Global IT Solutions: RST- Regional Support Team Europe</u></p> <ul style="list-style-type: none">• Providing IT support to Randstad offices across the Europe after the migration from CMO to FMO, through ticket handling using ServiceNow.• Incident Management of SLA's• Troubleshoot of Cisco Meraki devices through the Cisco Meraki Cloud Dashboard.• ISP coordination- British Telecom, GlobalInternet, QSC AG, Expereo, SFR and Orange France.• Technologies Cisco VoIP, LAN, WLAN and WAN.	
<p>Nokia Networks, Alfragide, Portugal (July 2017-October 2018)</p> <p>Position: Network Planning and Optimization Engineer (NPO)</p> <p>Projects:-</p> <p><u>Deutsche Telekom Germany</u></p> <ul style="list-style-type: none">• KPI Reporting- Analyse site performance after integration, identify the worst sites and as well the worst objects that impact the cluster in order to be optimized and maintain the QoS.• Ticket handling and troubleshooting.• Consistency checks of NOKIA 2G, 3G and LTE parameters, neighbours check and alarms check through reports and tools of NOKIA NetAct. <p><u>Jawwal Palestine</u></p> <ul style="list-style-type: none">• Analyse site/cluster performance trough drive test reports using TEMS Discovery Device in order to identify problems. <p><u>TT-Netværket Denmark</u></p> <ul style="list-style-type: none">• 2G, 3G and LTE Site Acquisition and Planning of outdoor and indoor sites, using Atoll tool to plan and define their related parameters.• Neighbours planning and optimization manually and using the Optimizer tool on NOKIA NetAct.• Data build- Site construction on the Network using NOKIA BTS Site Manager.• KPI reporting of IoT at site and cell level after their integration on the Network.• Troubleshoot of inconsistencies in the Network.	
<p>Prime IT Consulting, Lisboa, Portugal (July 2017-October 2018)</p> <p>Position: <u>Network Consultant (Allocated in Nokia Networks)</u></p>	

GMS-Store Apple Premium Reseller, Almada, Portugal (January 2017-June 2017)

Position: Apple Sales Specialist

- Sale of Apple iPhone, iPad, iPod, iMac, MacBook and Apple Care as well insurance for the devices and other accessories for all Apple devices.
- Customer Service and Support.
- Configuration and Troubleshoot of Apple iOS and macOS.
- Point of sale systems: SAGE and Credit/Debit Card Terminal.



PT Contact, Castelo Branco, Portugal (November 2010-July 2011 and June 2016- September 2016)

Position: Part-Time Call Centre Operator.

Project-

PT Sales

- MEO Customers retention. (2016)

PT Contact

- TMN Customer satisfaction surveys. (2010)



Electroalbi, Castelo Branco, Portugal (May 2010-July 2010)

Position: Intern

- Assembly and maintenance of HVAC systems and alternative energies solutions.



Restaurante Cervejaria Cordas Lda., Portalegre, Portugal (2007-Present), Family Business

Position: Management, Administration and Customer service

- Customer service
- Responsible for the SAFT (Standard Audit File for Tax purposes) extraction from the ETPos POS system and upload of the same file to the Portuguese finance portal.





Academic Course

Instituto Politécnico de Castelo Branco
School of Technology, Castelo Branco,
Portugal

Electronics and Telecommunications Engineering

Main Subjects:

- Computer Programming
- Digital Systems
- Circuits Analysis
- Propagation
- Antennas
- Telecommunications Fundamentals
- Data Communications and Computer Network
- Microprocessors
- Electronics
- Microcontrollers
- VoIP
- Digital Signal Processing
- Digital Communications
- Telecommunications Systems
- Network Security



VSB TUO- Technical University of Ostrava,
Ostrava, Czech Republic

Erasmus Program

- Faculty of Electrical Engineering and Computer Science



Instituto Politécnico de Castelo Branco
School of Technology, Castelo Branco,
Portugal

Techonological Specialization Course Level 4 in Electronics and Electrical Installations

Main Subjects:

- Instrumentation and Electrical Measures
- Telecommunications Infrastructure in Buildings
- Electronics
- Monophasic and Triphasic Systems
- Programmable Systems
- Domotics
- Electrical installations
- Renewable energy

Certifications

Nokia

- Scalable IP Networks (4A0-100)
- Interior Routing Protocols (4A0-101)

Languages

English B2

Spanish A1

Driving Licence

B2

Other Skills

Microsoft Office:

- Access, Excel, Word, PowerPoint and Outlook

AutoCAD

MATLAB

Arduino

Schneider Zelio Soft 2, Smart

Relays

Operating Systems:

- Windows
- Android
- macOS
- iOS
- Ubuntu

Personal Activities

Sports:

- Rugby
- Badminton
- Handball
- Running
- Cycling

Hobby's:

- Sim Racing
- Kart's
- Games
- Comic Books
- Video Games

Associations:

- Centro Cultural e Desportivo da Vargem
- Clube de Rugby União de Portalegre

Promotor:

- Student Zone Prague