# PEDRO LIMA

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## SUMMARY

I am a **DevOps Engineer**, Applications Support Analyst and IT Specialist with +20 years’ experience and a degree in Computer Science / Information Technology.

I have delivered services at various levels of the organisation both at end-user level and senior management. I’ve proven track record analysing and solving complex problems, an ability to adapt to change, implement change management and delivery procedures, broad knowledge and experience in process improvement, managing processes, planning, developing standards, emphasising excellence and designing services.

Expertise in Banking / Finance, Telecommunications, Insurance, Energy (Oil & Gas), Healthcare, Retail, Start-ups, Law, Pharmaceuticals, Digital and IT services industries.

**Specialities:** ITIL, DevOps, UNIX, Linux, Windows, SQL, Databases, Oracle, Financial Services business knowledge, Middleware, scripting, AWS, MS SQL Server, Project Management, Data Analysis, Business Analysis, ITSM and TCP/IP

## SKILLS

**Methodologies:** ITIL, UML, PMP, PRINCE2 , PMO, TOGAF, OO, Agile Scrum (Sprints, Product backlog, Sprint backlog), Waterfall, Lean principles, matrix management, eTOM / TOM, SDLC, Kimball, CMDB, ITSM (practitioner)

**OS’s:** DOS, Windows, OS/2, UNIX (HP-UX, SUN Solaris, IBM AIX), Linux (RHEL, CentOS, Debian, SUSE, Ubuntu), VMS (VAX & Alpha), MAC OS X

**Office Tools:** MS Office, Excel, Word, PowerPoint, Visio, Project, Access, SharePoint, Lotus Notes, G Suite

**Programming:** Python, HTML, Java, JavaScript, Pascal, Cobol, Lisp, C, SQL (DDL, DML), PL/SQL, Assembly, Shell Scripts, C#, .NET, VB, PHP, CSS, VBA, Hive

**Databases:** Relational & Star models, ERD, OLTP / OLAP (Data Warehouse, BI), RDBMS, Oracle, MS SQL Server, Adabas, MySQL / MariaDB, NoSQL, DB2, Informix, Sybase / SAP ASE, PostgreSQL, MongoDB

**Networking/Misc:** OSI, TCP/IP Networks, UDP, GSM, 2G, UMTS, 3G, OSS, NOC, BSS, Core, VAS, Wi-Fi / Wireless, 4G, LTE, Routers, Firewalls, FIX, SWIFT, FTP, SFTP, SNMP, SMTP, DHCP, DNS, Protocols, Infrastructure, Hardware, Storage (NAS / SAN), LDAP, CDN, VPN, Messaging, Routing

**Tools and Misc:** PowerDesigner, ERwin, Rational, TOAD, SQL Developer, SQL Loader, SQL\*Plus, SAP Business Objects, ETL, Crystal Reports, Virtualization (VMware, VirtualBox), EPM, ArcServe, CSS, AJAX, MVC, WPF, CSV, JSON, XML, XSLT, JQuery, EF, SOA, Web Services, Winforms, IIS, Visual Studio, Open Source, Wordpress, CMS, ECM, CRM, ERP, HR, e-Commerce, HP Openview, Geneos, Nagios, HP BTO, NetIQ, Apache Tomcat, IBM Websphere, Weblogic, TIBCO, MQ, STP, AWS, EC2, S3, Cloud Computing, SaaS, IaaS, PaaS, APIs, Git, SSRS, SSIS, Informatica PowerCenter, Citrix, XenApp, ServiceNow, LAMP, JIRA, Confluence, bash, perl, sed, crontab, Autosys, Control-M, Tivoli, PowerShell, COTS, Active Directory, Moody's Analytics (RAY), Lombard Risk, Reuters, Bloomberg, IBM Algo OpVar, J2EE, Middleware, AD / Active Directory, Google Analytics, Clarity, Statistics, Mathematics, FinTech, PrestaShop, shopify, IAM, Technical knowledge, CyberArk, Eclipse, Splunk, Django

**Soft:** analytical, responsible, organised, leadership, proactive, excellent communication, enthusiastic, confident, adaptability, flexibility / flexible, collaboration, creativity, presentation, attention to detail, self-starter, desire to learn

## EXPERIENCE

**DevOps Engineer | Infrastructure Developer | Production Support (contractor)**

## JP Morgan Chase & Co. (Bournemouth, Dorset, UK) Apr 2019 – Present

* Experience with new and emerging technologies such as cloud and virtualization
* Configuration Management
* No manual tasks, full automation of all infrastructure components
* Operational and Production Support
* Hands-on experience with strong understanding of infrastructure (operating systems, web, middleware, and networking)
* Experience of Enterprise Cloud infrastructure (AWS, Azure, GCP) in a mission critical environment
* Background in an engineering or support role to manage infrastructure
* Strong knowledge of Continuous Integration and Continuous Delivery
* Experience with Scrum/Agile development methodologies
* Capable of delivering on multiple competing priorities with little supervision
* Excellent verbal and written communication skills
* Computer Science or similar degree with experience in the following software/tools:
  + Infrastructure automation technologies: Ansible
  + Declarative Programming languages: YML, etc.
  + Scripting languages like Python, Perl, Shell, etc.
  + Build automation technologies: Jenkins, etc.
  + Monitoring technologies: Nagios, Tivoli, SCOM, etc.
  + Use of APIs and services using REST, SOAP, etc.
  + IAM: BoKS / Keon, Sophia
  + Other: Linux, AIX, Windows, Unix, SQL, Oracle, Splunk, Jira, Confluence, Bitbucket, Git, …

**DevOps Engineer | Applications Support (contractor)**

## SONY (Basingstoke, Hampshire, UK) Jun 2017 – Dec 2018

* Systems administrator / Site Reliability Engineer / Platform Engineer / Support with skills within Python scripting / Development.
* Infrastructure as Code (IaC) with Terraform.
* Implementation, Provision and Maintaining Servers on AWS Infrastructure.
* Creation of complete Cloud solutions on AWS by leveraging various AWS services including EC2, ECS, ECR, S3, EBS, Route 53, VPC, ELB, RDS, SES, Lambda, Security Groups, CloudWatch, CloudFormation, IAM, ...
* Experience of AWS Server Migration Service to migrate on-premises servers to AWS.
* Using AWS Database Migration Service (AWS DMS) to migrate databases to AWS. Migrated data to and from most widely used commercial and open-source databases, such as Oracle, MySQL, and PostgreSQL.
* Knowledge of Security on AWS Cloud.
* Implement systems that are highly available, scalable, and self-healing on the platform.
* This is a very customer orientated role looking after +400 partners / dealers. Responsibilities include: Website / application Maintenance, Monitoring / Performance, Automation, Ticketing, CI / CD, supporting users utilising my technical knowledge, customer response, finding docs, escalations, Migrations / Upgrades, etc…
* Systems are based on SQL / Python, Windows Server and Microsoft systems, Linux, Jenkins, CI / CD, Atlassian JIRA, HashiCorp tools, Redmine, PostgreSQL, SQLite, Subversion (SVN), VMware, Cloud, AWS, Docker, Containerization, Terraform, Vagrant, Packer, JSON / YAML, GDPR, microservices, Visual Studio Code and IIS.
* Media related skills – i.e. knowledge of media formats, experience of using media editing software.

**Senior Applications Support Analyst (contractor)**

## Department for Work and Pensions (Newcastle upon Tyne, UK) Jan 2017 – May 2017

DWP is the UK’s public service responsible for welfare, pensions and child maintenance policy.

I work in Digital Technology Services on a service transition and large transformation Supporting and Improving the Big Data and BI applications team service.

* Operation and support of IT Operations, infrastructure and application solutions, physical or virtual according to industry and organisational best practices standards, service requirements and KPIs
* Act as 2nd line support for incidents, problems and changes to solutions and services
* Provide specialist technical support and assistance to projects
* Continual service improvement
* Contribution to technical discussions and follow-up activities where a high severity incident has been raised
* Ensuring that high priority incidents, that affect service availability, are expertly handled to completion, keeping effective communication in place with key stakeholders
* Ensuring that incidents are handled in accordance with ITIL standards and agreed processes / SLA guidelines
* Perform service management and maintenance for critical IT systems
* Monitoring of infrastructure services and alerts and taking appropriate action
* Monitoring batch and ensuring jobs are restarted where necessary
* Experience in a DevOps environment
* Directly access production servers and services in order to manage the online and batch services

Working with software/applications running on environments running on: Windows Servers, Linux, UNIX (AIX and HP-UX), ORACLE, SQL, Autosys, Scripting, BusinessObjects, ServiceNow and OBIEE.

I improved the SLA response time by 50% by making changes to existing processes and finding permanent solutions for recurring problems.

BPSS Security Clearance check with Disclosure Scotland (DS).

**DevOps Engineer | Application Support Analyst | Technical Support Analyst**

## LogicaiNova (London / Dublin / Lisbon) Jan 2013 – Present

LogicaiNova is a global consulting, IT and technology services company providing services to clients in for Ecommerce, Finance services, Banking, Insurance, Retail, IT Services, Law and Military sectors.

Roles: Support team leader, DevSecOps, Cloud Architect, Platform Engineer, SRE, Service Delivery, CTO, PM, Systems Architect and BA

Technologies: Linux/Unix, Windows Servers, Amazon Web Services (AWS), Google Cloud Platform (GCP), Google Compute Engine, App Engine, Compute Engine (running several VM instances), Kubernetes Engine (creating and managing K8s clusters, pods), Google Cloud SQL instances, Azure, ARM templates, MySQL, MS SQL Server, Oracle, shell scripting, open source, ITIL, HTML, Tomcat Apache, Nginx, CDN, Cloudflare, Windows Apps and Web & Cloud Apps…

Some of my daily tasks are:

* Team Lead, manage support rota and resolve incidents that need senior staff knowledge
* Client / Vendor / Key Stakeholder Management
* Proactive problem solving to quick problem resolution / proactively problem-solving skills and able to prioritise incidents
* Ensure all supported applications have a documented support strategy, with well-defined support contacts and escalation processes
* Ownership of the product release cycle including communicating releases to the users and liaising with the other IT teams to ensure coordinated and successful rollouts
* Ownership of the application support desk / Service management
* Continuous Integration and Continuous Delivery CI/CD environment (DevOps)
* Knowledge of DevOps tools (Puppet, Chef, Ansible, Docker containers, Jenkins, Git / GitHub / GitLab)
* G Suite Administration
* Customer support
* Ensure CMDB is up to date
* Creating product promotion materials and creating awareness of the product portfolio
* Coordinating all training sessions and ensuring quality training material
* Managing licensing across all applications/tools
* Ensuring issues are dealt with promptly and ensuring escalation processes are followed
* Ownership of Stakeholder expectations and mitigating risk
* KPI reporting, MIS reporting
* Work closely with the development, QA and business analysis teams to understand the products - from conception to release
* Understand and resolve support requests in relation to the impact on business operations and IT architecture
* Ensure real-time application functionality and business workflows are performing and functional
* Identifying and quickly highlight new trends within user requests
* Ability to quickly dissect bespoke software solutions
* Manage 3rd Parties to ensure prompt issue resolution, troubleshoot and investigation
* Ensuring incident logs are kept up to date
* Monitoring, Audit IT architecture and Systems Stability
* Troubleshooting / Research / Diagnose incidents and problems
* Provide SQL queries and Writing Reports (Oracle, MS SQL, and MySQL)
* UNIX / Linux and Windows file, directory handling, log examination and security permissions management
* Fully documenting new process
* Understand / Investigate Database tables, relationships, stored procedures, indexes and views
* Script writing, task scheduler setup, cronjob setup and administration / Automation and Scheduling
* Monitor Database integrity / processes / export import processes
* Supporting incident, problem management and change management / release management processes (ITIL framework)
* Project Support
* QA (Quality Assurance) Testing of Applications

**Applications Support | Business / Data Analyst (contractor)**

## Charles Taylor (London, UK) 2016 – 2016

Charles Taylor is a leading international provider of professional services to clients in the global Insurance market.

Finance, Insurance (regulated industry), InsureTech, Accounting application support and business analysis.

As a Contractor, I hit the ground running doing Production support using Microsoft SQL Server / MSSQL, Azure SQL, UML, ERD diagrams, SQL, T-SQL, MS Excel, ITIL practises, ServiceNow, Microsoft Windows Server, SharePoint, Citrix, scripts.

Daily responsibilities:

* Incident management / troubleshoot, Problem management and Change management / Release management
* Access and Authorizations management
* Business analysis (Insurance market knowledge)
* Gather user requirements
* Advanced Excel spreadsheet modelling and data analysis with formulas, VLOOKUP’s and pivot tables

For the most relevant accomplishments, I help improve the Team SLA (service level agreement), reduce to 50% the incidents support queue, re-engineer processes with process improvements on definition and compliance after a careful business analysis, documentation / documenting solutions and train permanent colleagues.

**Applications Support Analyst (L2 & L3)**

## AIB - Allied Irish Banks (Dublin, Ireland) 2015 – 2015

Allied Irish Banks (AIB), is one of the so-called "Big Four" commercial banks in Ireland. AIB offers a full range of personal and corporate banking services. AIB Capital Markets is the division of the company that offers international banking and treasury operations. The bank also offers a range of general Insurance products.

My Responsibilities in the role:

* Provide 2nd and 3rd level support for a variety of Financial & Risk Applications with an emphasis on Treasury systems.
* Analysis of problems, including root cause analysis.
* Production Support.
* Communication with other system support teams.
* Liaise with 3rd party suppliers for system changes & issue resolution in a timely manner.
* Develop solutions to solve business problems and enhance functional performance (software development).
* Undertake System, Functional and Integration Testing to ensure solutions are fit for purpose and production.
* Implement change requests, bug fixes and configuration changes.
* Problem Solving and Decision Making.
* Acceptance Testing.
* Planning and Priority Setting.
* Teamwork and Collaboration.
* Customer Service.
* IT Technical.

Application Support (2nd and 3rd line), Software Developer (PLSQL, Oracle, SQL, scripting), Q&A Testing, UAT, Data Analysis. Banking Risk, Treasury, Regulatory Risk and Finance applications in Web, Microsoft Windows Servers, UNIX / Linux, ITILv3.

Most notable Achievements besides daily support/project work:

* Invented a solution that Revives the Finance reporting application in the case of a Crash/Stop, that caused for several years business teams to stop working that deeply increased business productivity
* Found a way to set-up the new Risk application without installing everything from scratch, that deeply improved the delivery time of this new Project
* Solved a critical Vendor problem that caused the Finance Risk application and the AIB Business teams to stop for a day and received biggest compliments from several Executive Managers
* Developed several CRs that boosted productivity of Financial Risk reporting to the Central Bank

**Technical Support and Data Analyst (contractor)**

## BBVA - Banco Bilbao Vizcaya Argentaria 2014 – 2014

BBVA is a multinational Financial and Banking group that provides its customers around the world a full range of financial services.

Technical Support and Data Analyst (data modelling / datamodelling , data mining).

**Oracle DBA and Systems Administrator (contractor)**

## IBM 2014 – 2014

I am an experienced Oracle DBA for a number of Oracle projects including RAC, Database upgrades / upgrade and migrations / migration, Linux and Microsoft Windows.

As an Oracle Database Administrator my responsibilities are:

Oracle Database Administrator conducting critical systems administration on multi-client systems, working with Oracle products installations to provide consistent support both on Production, Test and Development systems environments.

As an Oracle Database Administrator my skills and qualifications are:

Highly skilled, experienced Oracle DBA in 7, 8i, 9i, 10g, 11g and 12c

Strong Data Pump skills

SQL and PL/SQL

Strong exposure to RMAN

OEM (Oracle Enterprise Manager)

Significant troubleshooting and performance tuning skills/experience

Proven experience with administrating 24/7 business critical systems

• Recent experience of managing OLTP and large multi-TB Oracle 10g / 11g databases.

• Operating systems: Linux (Red Hat 5 & 6) and Microsoft Windows Servers

• Knowledge of Backup and Recovery techniques and using Oracle RMAN, Flashback and other methods.

• Installation / deployment and use of High Availability and Disaster Recovery components; Oracle GRID Infrastructure / Clusterware, Oracle RAC, Oracle Data Guard.

• Installation and use of Oracle ASM (as well as traditional file system storage).

• Database Load and Transformation Techniques (SQL Loader, Data Pump, External Tables).

• Understanding of the maintenance and support aspects of databases, including:

- Scheduled maintenance.

- Patching & upgrades (whilst minimising or eliminating the impact to Live service, i.e. using rolling node patching).

- Backup and archiving.

- Performance tuning.

- Techniques & strategies to support database migrations.

• Comprehensive understanding of security best practices.

• Data Warehousing Techniques and tools.

• Shell / bash scripting / batch scripting.

• Understand the Oracle Support Mechanisms; My Oracle Support (Metalink), Raising Service Requests.

**IT Senior Consultant Expert (contractor)**

## Nokia Siemens Networks (Lisbon, Portugal / München - Munich, Germany) Jan 2011 – Jan 2013

Nokia Siemens Networks is a multinational data networking and telecommunications services and equipment company.

IT Applications Support, Production Support, Business Analyst, Acceptance Testing, collecting business requirements, Q&A Testing Analyst (unit testing, integration testing, system testing, UAT), Data Analyst, OSS, VAS, ITIL, eTOM. In an Offshore / Nearshore (Global) Teams environment and customers. Telecommunications applications 2nd level applications support in Web Apps, Linux, Oracle and SQL. On-call and 24x7 shifts support rota.

**IT Consultant (contractor)**

## PT Government / Public sector, Banks, ISTEC, SME’s Aug 2007 – Jan 2011

Developer and Support (technical and application support for various companies in the EMEA region)

* Developer (SQL, scripting, BusinessObjects, Informatica) and Tester
* Technical Support (MS SQL Server, IIS, Microsoft Windows, Wintel, Unix, Apache, trouble tickets)
* Computer Science University lecturer at ISTEC (C, HTML / CSS)
* SQL Developer (development of a E-Learning and Web forms applications) and Oracle DBA

**Project Manager**

## OPTIMUS / ORANGE (Lisboa, Portugal) Dec 1999 – Aug 2007

As a Project Manager I'm responsible for the following:

* Create and implement project definitions, lifecycle / life cycle, programme, governance, schedules, budgets, and objectives for medium to large sized projects of moderate complexity. Prepare statements of work for project engagements and monitors performance to ensure that project commitments meet contractual specifications. Determines need for and impact of changes in project scope and make a recommendation based on determinations. Gains concurrence, approval, and consensus from stakeholders regarding the various project aspects and adjusts accordingly.
* Identifying appropriate resources and staff projects. Organise project team members (internal and 3rd parties) to ensure communication and understanding of deadlines, assignments and objectives. Act as the point of contact with client project management.
* Manage costs, schedules and quality by overseeing project deliverables. Ensure schedule and budget are met. Identifying the need for changes and revise within established guidelines/policies as appropriate.
* Perform ongoing review of project status; identifying project risks. Develop, recommend and implements risk mitigation solutions as approved and as appropriate. Interface with team members and stakeholders to anticipate and manage changes to projects such as but not limited to, technical requirements, business requirements and schedule. Determines when additional resources are needed and implement same.
* Manages stakeholders, mid-level management clients, company management and project team expectations for agreed upon project performance by obtaining and providing project metrics. Recommend and implement changes or alternate paths based upon performance and metrics.
* Develop and makes presentations that could lead to expanded business opportunities. Participates in proposal efforts and sales calls to enhance opportunities for future business deals with the client.
* Oversee assigned personnel for projects. Assign work and provides direction with regard to timeliness and completion of project objectives. Address performance issues within prescribed guidelines. Provide performance input upon completion of the project.
* Complete understanding of the full project life cycle.

Successfully managed several projects with 35 resources across several locations, improving delivery time by 40% and budget costs reduction by 30%.

**Systems and Databases Administrator Team Leader**

## EDS – Electronic Data Systems an HP company Apr 98 – Dec 99

Oracle DBA (team lead) and UNIX systems administrator (sysadmin)

**Software engineer**

## Banco Santander / BNC 96 – 98

Retail Banking and Investment banking Developer / Support for Intranet, Loan Proposals, Credit, Risk management, Trade / Trading environment (Front office, Middle office and Back office), Portfolio management, OMS, Commodities, Equities / Equity, Derivatives, Fixed Income, Market Data, Wealth management, Private Banking, FX / Forex and Asset management applications.

**Technology Advisor**

## ROCHE 96 – 96

Roche is the world’s largest biotech company, is a global pioneer in pharmaceuticals and diagnostics focused on advancing science to improve people’s lives.

**Pre-Sales / PreSales consultant**

## Probitas 95 – 96

Sales support, Proof of Concept (PoC) and Business development.

**Technology Advisor**

## Deutsche Bank 95 – 95

DB is a global bank that offers clients commercial and investment banking, retail banking and transaction banking as well as ground-breaking asset and wealth management products and services. DB is structured in the following divisions: Corporate & Investment Banking, Global Markets, Deutsche Asset Management, and Private, Wealth & Commercial Clients.

## EDUCATION

**MSc degree in Computer Science / IT**, Universidade Autonoma de Lisboa, Portugal, (91-96)

Startup Engineering, **Stanford** University, 2013

### TECHNICAL TRAINING

Core Cloud Services - Introduction to Azure (Azure fundamentals) - Microsoft (2019)

Introduction to EC2 Auto Scaling - AWS Training and Certification (2019)

Introduction to Containers - AWS Training and Certification (2019)

Amazon Elastic Container Service - AWS Certification and Training (2018)

Several Banking business courses – AIB (2015)

I Own Quality – NSN (2012)

ASP.NET 4 in C# – CBT (2011)

Database Administration Oracle 8i, 9i, 10g, 11g and RAC Certified at Oracle (1998-2009)

What’s new in BusinessObjects XI - CBT (2008)

Visual Studio & .NET from MSDN (2008)

MS SQL Server 2005 from CBT Nuggets (2008)

IT security - Information Security Awareness at Pararede (2005)

Object Oriented Analysis & Design – UML at CapGemini Ernst & Young (2002)

Business Objects Business Intelligence Designer and User at Eurociber (2002)

Project Management (PMI) - Learning Tree Intl.-US (2001)

Hands-On Java Programming at WhatEverNet (2001)

GSM Overview, UMTS Core and UMTS Overview at APIS(Sweden) and Wray Castle (1999-2003)

Internetworking with TCP/IP - Learning Tree International (2000)

Certified Remedy AR System 4 and 5 at Remedy (2000-3)

UNIX commands, utils and Administration at Capgemini (1999)

Banking, Financial products, Capital and Financial markets at IFB (1998)

Administration Open VMS at Cap Gemini (1996-7)

## Fluent in English, Portuguese and Spanish. Basic in French and Italian.

References available on request