

João Casalta Nabais

Software Engineer



Education

2011–2013	Masters in Informatics Engineering <i>Thesis: InTelligent - Interoperable Telecommunications ITIL-compliant Services Management System</i> This thesis proposed the development of potentially standardizable and reusable ITIL components interfaces (in partnership with PT Comunicações, SA/DTs - Sapo Technology Department), as well as the development of a Service Portfolio Management System, based on Semantic Web Technologies.	University of Coimbra, Portugal
	University Advisors: Dr. Alexandre Pinto and Dr. Jorge Cardoso	
	Industry Advisors: António Cruz	
	Thesis Grade: 19/20	

bio

Name: João Luís Gomes Marques Casalta Nabais
Birth: August 7, 1987
Citizenship: Portuguese
Lives in: Lisboa, Portugal

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languages
Portuguese native
English fluent
Spanish elementary

technologies
Python, C#, javascript
Django, ASP.NET MVC
JQuery, KnockoutJS
PostgreSQL, Redis
Selenium

interests
Web Development
Web Services
ITSM

Experience

2013–Present	Functional Analyst and Software Engineer <i>Functional Analyst and Software Engineer (Service Delivery Broker)</i> Analysis and development of an ITIL based ITSM module for Service Delivery Broker, using C#/.NET, KnockoutJS, Ink and Selenium. Support and configuration of web service integrations for Portugal Telecom, SAPO, Oi Internet, MEO Localizz and MO-BIZZ	Portugal Telecom
2012–2013	Functional Analyst <i>Functional Analyst</i> Development of a set of interfaces for Problem and Incident Management (ITIL Processes).	SAPO Labs (University of Coimbra)
2012–2013	Researcher <i>Researcher at Information Systems Group</i> Development of a Service Portfolio Management System re-using semantic web technologies and developing an ontology for ITSM Services.	Centre for Informatics and Systems of the University of Coimbra

Honors & Awards

2012–2013	MSc Scholarship InTelligent Project	SAPO Labs
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Publications

international peer-reviewed conferences/proceedings

Interface Design for IT Service Management Practice

João Casalta Nabais, António Cruz, Alexandre Miguel Pinto, Jorge Cardoso

Proceedings of the 9th Iberian Conference on Information Systems and Technologies (CISTI 2014), 2014, Barcelona, Spain

Certifications

2015	Introduction to Recommender Systems The algorithms studied included content-based filtering, user-user collaborative filtering, item-item collaborative filtering, dimensionality reduction, and interactive critique-based recommenders. This certificate was earned on November 18, 2015	University of Minnesota on Coursera
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Organizational Skills

2012	Ubiquitous Systems Workshop <i>Co-organizer of the ubiquitous systems course workshop</i>	University of Coimbra
2009	Electoral Commission <i>Delegate of the electoral commission president for the statutory revision assembly of the academic association of Coimbra</i>	University of Coimbra
2009	Electoral Commission <i>Member of the electoral commission for the assembly and pedagogic council of Coimbra university's faculty of sciences and technology</i>	University of Coimbra
2008	Electoral Commission <i>President of the electoral commission for the student body of the Faculty of Sciences and Technology of the University of Coimbra</i>	University of Coimbra
2008	Weekid Event <i>Co-organizer of a public event for child obesity awareness</i>	University of Coimbra