

João Casalta Nabais

Functional Analyst/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

contacts

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languages

Portuguese native
English fluent
Spanish elementary

technologies

Python, C#, javascript
Django, JQuery, Bootstrap
RDF, OWL

interests

ITSM, ITIL, BPMN
Semantic Web

Experience

2013–Present	Functional Analyst and Software Engineer <i>Functional Analyst and Software Engineer (SAPO Service Delivery Broker)</i> Analysis of ITIL processes (from Service Operation, Service Transition and Service Design). Development (C#/.NET) of a support service, part of by ITSM Web Application.	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 (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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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