

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 Advisors: Dr. Alexandre Pinto and Dr. Jorge Cardoso Industry Advisors: António Cruz Thesis Grade: 19/20	University of Coimbra, Portugal
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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, 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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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

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