

# João Casalta Nabais

Functional Analyst/Software Engineer



## Education

2011–2013	<b>Masters</b> 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. <b>University Advisors:</b> Dr. Alexandre Pinto and Dr. Jorge Cardoso <b>Industry Advisors:</b> António Cruz <b>Thesis Grade:</b> 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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🔗 jl nabais

### languages

🌐 Portuguese native  
🌐 English fluent  
🌐 Spanish elementary

### technologies

⚙ Python, C#, javascript  
🌐 Django  
🌐 JQuery, KnockoutJS  
🌐 Ink, Bootstrap  
🌐 RDF, OWL

### interests

👍 ITSM, ITIL  
Web Development  
Semantic Web

## Experience

2013–Present	<b>Functional Analyst and Software Engineer</b> <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 and Ink. Support and configuration of web service integrations for Portugal Telecom, SAPO, Oi Internet, MEO Localizz and MO-BIZZ	Portugal Telecom
2012–2013	<b>Functional Analyst</b> <i>Functional Analyst</i> Development of a set of interfaces for Problem and Incident Management (ITIL Processes).	SAPO Labs (University of Coimbra)
2012–2013	<b>Researcher</b> <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	<b>MSc Scholarship</b> 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	<b>Ubiquitous Systems Workshop</b> <i>Co-organizer of the ubiquitous systems course workshop</i>	University of Coimbra
2009	<b>Electoral Commission</b> <i>Delegate of the electoral commission president for the statutory revision assembly of the academic association of Coimbra</i>	University of Coimbra
2009	<b>Electoral Commission</b> <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	<b>Electoral Commission</b> <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	<b>Weekid Event</b> <i>Co-organizer of a public event for child obesity awareness</i>	University of Coimbra