

# Livia Nóbrega Lima

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## Summary

I like simple things. My desire for simplicity made me proficient in disentangling complex matters. I've been using my problem solving and troubleshooting skills to deliver the best service in Network Operations Center (NOC) and Network & Voice Support for the last 10 years.

## Skills

Network Support

Cisco Routers

VoIP

AWS

Linux

## Experience

### IBM

**10/2018 - 11/2019** Change Management Coordinator

As Change Management Coordinator, I supervised, coordinated and maintained the levels of service agreed with and expected by the client (SLA and equivalent documents) while keeping a constant focus on improving the performance of the services provided.

I have ITIL / ITSM and service delivery experience with directly applicable skills in change governance (driving the change process, influencing others, leading CAB) .

### IBM

**01/2017 - 09/2018** Technical Training Coordinator

As Technical Training Coordinator, I was responsible for the skill management and leverage of network/voice support analysts. My activities included course instruction, technical and process material development, skill assessment and coaching.

### IBM

**09/2009 - 12/2016** Network Support Analyst

As a Network Support Analyst, I was responsible for monitoring the network environment of a specific customer and provide support to network incidents. My activities included vendor management, request management, diagnose and resolve network (LAN/WAN) related incidents, send reports on capacity/availability.

For most of my time as an analyst, I was responsible for incident management of complex network issues, performance analysis, triage of eligible circuit upgrades, assistance on installations and connectivity technology conversions. Deep knowledge of the client's environment allowed me to work on projects and continuous improvement initiatives.

As the tech leader of the team, I was responsible for coordinating projects, generate reports on continuous improvement initiatives and act as a technical adviser for the team on complex issues.

I was also responsible for change management and problem management, coordinating the team according to the skill level required for each activity.

## Languages

English

Portuguese