

Livia Lima

Network Engineer | Cloud Engineer | Technical Training Coordinator

Greater Sao Paulo, SP, Brazil
WFH preferable, open to relocate

livialima.net

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ACHIEVEMENTS

Transitioned the scope of Voice support to integrate to the Network team. I worked closely with stakeholders to deploy the process and structured training.

Increased to 35% the rate of Cisco certified analysts in the technical staff. Entry level candidates that get in are then trained in the framework I developed.

Saved 50k USD to client (a major US bank) by applying proper governance to their inventory of network circuits and telephone lines.

Created a static website on AWS from scratch as a personal project.

EXPERIENCE

Freelancer - Remote Work

MAY 2020 - Current

Sabbatical Career Break - Greater Sao Paulo area, SP, Brazil

DEC 2019 - MAY 2020

Career break; I dusted off some old skills and acquired a range of new ones.

Started compiling my notes of 10 years of experience and new experiments.

Those labs, study materials and articles are hosted at <http://livialima.net>

Change Management Coordinator - IBM - Hortolandia, SP, Brazil

OCT 2018 - NOV 2019

Coordinated the governance for many clients in Banking, Finance and Industrial Products. I modernized the process. My background helped me working with different technical teams towards a smooth delivery.

Technical Training Coordinator - IBM - Hortolandia, SP, Brazil

JAN 2017 - SEP 2018

Improved the staff technical knowledge to meet delivery demands. Implemented classroom courses, new technical material, skill assessment and coaching.

Network Support Analyst - IBM - Hortolandia, SP, Brazil

SEP 2009 - DEC 2016

Managed incidents of complex network issues. Created performance analysis and triage of eligible circuit upgrades. Coordinated installations and connectivity technology conversions. I worked on various projects and initiatives, including hardware upgrades and VoIP implementation.

SKILLS

- ❑ **Communication:**
 - comfortable talking to technical and non-technical staff, customers and business
- ❑ **Network**
 - ❑ Troubleshoot data, voice and video issues
 - ❑ Install, configure and support
 - ❑ Experienced in Cisco products
 - ❑ Experienced in wireless and cellular 4G/5G solutions
- ❑ **Linux, shell scripting & Git**
- ❑ **Cloud & AWS products**
- ❑ **Technical Training:** done course instruction, on-the-job coaching and individual mentoring
- ❑ **Technical Writing:** wrote and maintained 200+ technical articles
- ❑ **IT Delivery & Governance**
 - ❑ Drive changes and incidents
 - ❑ Host change advisory boards (CABs)
 - ❑ Vendor management; experienced with telecom companies

LANGUAGES

- ❑ English (fluent)
- ❑ Portuguese (native)
- ❑ French (basic)