LEONARDO J. MACEDO

Software Engineer | SysAdmin | BSS (Telco) Consultant

ABOUT ME

About **9 years work experience** in support, operations and IT consulting for OSS/BSS Telco systems.

In the recent years, being part of production team as subject-matter expert of rating chain process, part of Ericsson Billing Convergent Solution (BSCS-IX) in technical issues, business support, deployments, and automation developer (scripting).

Critical spirit and problem-solving skills, having participated actively of risk and crisis management processes, proposing definitive and/or alternative technical solutions, always focused on service availability and service delivery as well as service level agreements attendance. Currently, working in software engineer master's thesis about benefits of Machine Learning to improve **ITSM incident tickets classification process**.

EDUCATION

M.Sc in Software Engineering (In progress) | 2017 - 2019
Faculty of Engineering, University of Porto (FEUP) - Porto, Portugal

B.Sc in Computer Science | 2007 - 2010
São Judas Tadeu Faculty - São Paulo, Brazil

CONTACT

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- macedojleo@gmail.com
- macedojleo
- macedojleo.github.io
- leonado.macedo

EXPERIENCE

SEP, 2017 - PRESENT

Master degree student
Faculty of Enginering, Universisty of Porto

Master's Degree in Software Engineering by the Faculty of Engineering of the University of Porto in Portugal.

At this time, developing work thesis related to "Automation ITSM ticket classification process through Machine Learning and Natural Language Processing (NLP)".

SEP, 2009 - AUG, 2014

IT BSS Consultant
Orga Systems | TIM Brazil

OPSC GOLD **BSS IT consultant/production** analyst, supporting business areas and guarantee Rating Chain service delivery.
Tickets backlog attendance compliance SLA, projects implementation, end-to-end problems workflow, provide and maintaining system and environment monitoring system, scripting (automating processes), environment administration (backup, purge, resource utilization, and processing strategy) and system metrics performance analysis.

AUG, 2014 - JUN, 2017

IT Specialist
Nextel Telecomunicações

Ericsson **BSCS-IX SME** for Rating chain modules, resposible for incident backlog attendance, workload, SLA compliance and support revenue teams through technical analysis.
Service Owner in Change-Advisory Board (CAB), rollout strategies, implementation, monitoring, evidence collection, ETL for business reports, regulatory compliance (ANATEL), and automation operational processes (scripting).

FEB, 2008 - SEP, 2009

Production Analyst
Ericsson | TIM Brazil

Ericsson Multi Mediation telco system production analyst, assuring that all CDRs were collected from different network elements, processing (formatting, aggregation, dupcheck), and delivery as business rules and regulatory compliance for each BSS system. Incident tickets backlog attendance, troubleshooting, RFC technical validation and implementation, monitoring processes, Shell script development for automation, and Business support.

FREE COURSES

2019
Mastering Ansible (in progress)
UDEMY

2014
ITIL V3 - Foundations
Ka Solution

2018
Python for Engineering
NTITEC (FEUP)

2006
Cisco CCNA V3
Senac - SP

2015
Oracle Database 11G Adm
Ka Solution

2006
Linux System Administrator
Senac - SP

OPEN SOURCE AND ACADEMIC PROJECTS

Ansible CI Tutorial
github.com/macedojleo/DOCKER_ANSIBLE

BDH - Monitorize Unix and Linux FS consuption
https://macedojleo.github.io/BDH/

7th Talk-A-Bit Tech Conference - Porto
http://talkabit.org/

Automate IT Incident Management Process
macedojleo.github.io/Aprendizagem-Computacional-em-ITSM/

CosnFlix - Video Streaming Service
https://github.com/macedojleo/COSNFLIX

Pomar - Organic Food APP
https://gitlab.com/gigantedocil/pomar-mobile-app

SKILLS

Development
Shell Script & AWK

Python

Git & GitHub

Text Markup Languages

IT Infrastructure
Linux & Unix

Docker & Docker Compose

Oracle SQL

BMC Control-M

Languages
English

Spanish

Portuguese