



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

macedojleo

macedojleo@gmail.com

macedojleo

macedojleo.github.io

leonardo.macedo

EXPERIENCE

SEP, 2017 - PRESENT

Master degree student

Faculty of Engineering, University of Porto

Presently I spend most of my time working on master's thesis "Automate ITSM Incident Management Process" with Machine Learning and Natural Language Processing (NLTK for Python).

AUG, 2014 - JUN, 2017

IT Specialist

Nextel Telecomunicações

BSCS iX convergent rating engine operation SME, ensuring performance and quality of the technical platform servers and applications besides vendor's, Dev Team, and QA Cooperation in order to guarantee the system availability according to the SLA

SEP, 2009 - AUG, 2014

IT BSS Consultant

Orga Systems

BSS (Business support system) operation/production accountable for automating processes (scripting), customer requests, Incident ticket management, problems (troubleshooting), and RFC technical validation role (risk analysis and mitigation, implementation, and validation)

FEB, 2008 - SEP, 2009

Production Analyst

Ericsson

Ticket Incidents and defects management providing in a timely manner a definitive, or at least, a contour solution (WA) in order to guarantee system reliability and stability keeping the system uptime according to SLA and KPI metrics.

FREE COURSES

2019

Mastering Ansible (in progress)

UDEMY

2018

Python for Engineering

NTITEC (FEUP)

2015

Oracle Database 11G Admin Solution

Ka Solution

2014

ITIL V3 - Foundations

Ka Solution

2006

Cisco CCNA V3

Senac - SP

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 consumption

<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