

CAREER PROFILE

Over 9 years' experience as **Business Support Systems (BSS) analyst** and **IT consultant** with broad experience in Operations Processes, Implementation Process, and business support in Telecom domain. Strong knowledge in **ITIL framework** best practices for service management, mainly for **Incident Management**, **Problem Management**, **Service Availability**, and **Change Management** processes and procedures. As a **Master Software Engineer** student from FEUP in Portugal, I'm currently working on my master's thesis about automating ITSM Incident Management process through **Natural Language Processing** and **Machine Learning**. You can see my work accessing this link (<https://macedojleo.github.io/Aprendizagem-Computacional-em-ITSM/>).

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

EXPERIENCES

BSS (Telco) IT Specialist (Ericsson BSCS)
2014 - 2017
Nextel Telecomunicações, São Paulo - Brazil

BSCS iX Rating modules (FIH, PRIH, RIH, PCCH, CCH, RLH) administration, ensuring performance and quality of the technical platform, servers and applications besides Vendor's, Dev Team, and QA Cooperation.



Leonardo Macedo

Software Engineer | SysAdm |
BSS (Telco) analyst

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🔑 [up201700418](http://gitlab.com/up201700418)
(http://gitlab.com/up201700418)

LANGUAGES

Portuguese (Native)
English (Professional)
Spanish (Professional)

Effective **Incident Management** from whole life cycle tickets since start through resolution with partnering among Prd, Dev, and Configuration teams to determine root causes and driving to rigorous **Problem Management** to follow through on actions.

Main roles were: Workload prioritization assignments, resolve any conflicts that may arise, proactive scheduling (automation) for the critical process, monitoring performance and faults (Trouble-Ticketing) related to Rating chain and Bill Checkout process, Product Catalogue, Catalogue Configuration, Rate Plans, and Fixes deploy, as well RFC (Request for Change) risk analysis and technical validation according to its impacts.

Other activities related to **business support** (revenue assurance and financial billing) were: CDR traffic **metrics analysis** such as charges (Voice/SMS/3G/4G/Other services), Call Types (MOC,MTC,Roaming,Transit), and by locations traffic reports, data extraction procedures (edit, create, and schedule), and dashboards maintaining (Google Charts)

- Strong Unix/Linux knowledge
- Automation Job Development
- Strong Scripting Skills
- Control-M Scheduler Tool
- Oracle SQL
- Applications Log Analysis
- Data Analysis

BSS (Telco) IT Consultant

2009 - 2014

Orga Systems (acquired by Redknee), Rio de Janeiro - Brazil

OPSC GOLD end-to-end **3rd level production support** for Rating, Customer Care (charge notifications) systems.

Incident management (ticketing), Problem management (Trouble-Ticketing) and Change management (RFC risk analysis, support for business impact, and technical validation) according to the ITIL framework.

Strong knowledge of both technical and business flows, as well a **strong focus on customer experience, service quality, development, and support** a collaborative relationship between the technical team and business team. Automate and scheduling operational tasks, monitoring applications performance, hardware resources consumption, and faults.

- Quantitative and Qualitative Analytical Skills
- Automation Job Development
- Scripting
- Control-M Scheduler Tool
- SQL Procedures
- Strong Unix/Linux Knowledge
- Assist with UAT Process

EGS (Ericsson group), São Paulo - Brazil

Ericsson Mediation Platform System Production analyst

Following **Incidents** and **defects** in a timely manner **providing a definitive solution** or at least a contour solution (WA) in order to guarantee reliability and stability keeping the system uptime according to SLA

Call Data Records (CDR) processing validate (Collect, Filtering, Correlation, Aggregation, Normalization, and Delivery) acting close to Production Billing Team according to detect and fix any CDR problem quickly.

RFC Technical validation and Business impacts, Incident Management (ticketing), and Problem Management (troubleshooting)

- ITIL
- Scripting
- Unix/Linux administration
- Assist with UAT process
- Quantitative and qualitative analytical skills
- Problem recognition and solving skills

PROJECTS

This section describes personal projects, academic projects developed during my Master's degree studies, and MSc Thesis Working which I currently spend my work time.

Automate IT Incident Management Process with Natural Language Processing and Machine Learning (<https://macedojleo.github.io/Aprendizagem-Computacional-em-ITSM/>) - Software Engineering MSc working Thesis (in Portuguese)

BDH - Monitore Unix/Linux FS (<https://macedojleo.github.io/BDH/>) - Easy way to monitore Unix/Linux FS consumption and customized alarms through CLI + Slack + Webhook

CosnFlix (<https://github.com/macedojleo/COSNFLIX>) - Video Streaming Service using microservices architecture (Docker and Docker Compose)

Ansible CI Pipeline (working) (https://github.com/macedojleo/DOCKER_ANSIBLE) - Ansible CI for Apache, Python, Nginx and mysql environment using containers (Docker and Docker Compose)

FREE COURSES

Python in the Context of Engineering

NTITEC (FEUP) - Porto, Portugal | 2018

Certificate Download (/assets/certificates/PYTHON_ Macedo_en.pdf)

Oracle Database 11G Administrator

Ka solution - São Paulo, Brazil | 2015

Certificate Download (/assets/certificates/Oracle.pdf)

ITIL V3 - Foundations

Ka Solution - São Paulo, Brazil | 2014

Certificate Download (/assets/certificates/ITIL_V3.pdf)

Cisco CCNA V3

Senac - São Paulo, Brazil | 2006

Certificate Download (/assets/certificates/CCNA.pdf)

Linux System Administrator

Senac - São Paulo, Brazil | 2006

Certificate Download (/assets/certificates/Linux.pdf)



SKILLS & PROFICIENCY

Shell Script & AWK



Unix & Linux administration



Git & GitHub (version control and code hosting platform)



Oracle SQL



Ericsson BSCS (end-to-end billing system for any type of communications service provider)



Docker & Docker compose (container platform and multi-container Docker applications)



BMC Control-M (Job Scheduler)



Ansible (Automate Application Deployment for Continuous Integration)



Python, NLTK and Pandas (Data Analysis)

