● 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 IT service management, mainly **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/)**

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Leonardo Macedo

Software Engineer | SysAdm | BSS (Telco) analyst

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○ macedojleo (http://github.com/macedojleo)

up201700418 (http://gitlab.com/up201700418)

● 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

LANGUAGES

Portuguese (Native)

English (Professional)

Spanish (Professional)

● 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.

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 tasks**, monitoring performance and faults (**Trouble-Ticketing**) related to Rating chain and Bill Checkout process, Deploying Product Catalogue, Catalogue Configuration, Rate Plans, and Fixes, as well eval e risk and technical RFC (Request for Change) impacts, Change Advisory Board (CAB) participate.

Other activities related to **business support** (revenue assurance and financial billing areas) 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
- Log Application Analysis
- Traffic 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. Automating 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 User Acceptance Test (UAT) Process

Production Analyst

2008 - 2009

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 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)