



# LEONARDO J. MACEDO

Software Engineer | SysAdmin |  
BSS (Telco) Consultant

## ABOUT ME

Over 9 years' experience as Business Support Systems (BSS) analyst and IT consultant with broad experience in Applications support Integration, operations, and business support in Telecom domain.

Strong knowledge in ITSM best practices (ITIL framework) mainly focused on Incident Management, Problem Management, Service Availability, and Change Management processes and procedures.

As a last semester M.Sc student, I'm spending most of my time working on my thesis about **Automating ITSM Incident Management process** through Natural Language Processing (NLP) and Machine Learning techniques.

## 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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 leonardo.macedo

## EXPERIENCE

SEP, 2017 - PRESENT

### Master degree student

Faculty of Engineering, University of Porto

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

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)

SEP, 2014 - AUG, 2017

### 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

2014

### ITIL V3 - Fundamentals

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](https://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/](https://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