

Contact

11-97169-9881 (Mobile)
mark.filliph@gmail.com

www.linkedin.com/in/
markpmpgamedev (LinkedIn)

Top Skills

ITIL

DOS

Telecommunications

Languages

Português (Native or Bilingual)

Espanhol (Full Professional)

Inglês (Native or Bilingual)

Certifications

PMP

ITIL Foundation

ICAgile Certified Professional

Mark Filliph Silva, PMP, ITIL

Game Programming student at St. Lawrence College / IT and Project Management background

Canada

Summary

#1 - Professional experience:

- Telecommunications Analyst at BNS for 10 months in between 2009-2010.

Telecommunications Analyst at Mutant (former LM Sistemas) for 8 months and Project/Business Analyst at NET from February-2011 to March-2017.

- Worked in Callcenters environment from 2009 to 2017 , focusing in Telecommunication Infrastructure. Interfacing with different customer areas.

- At Global Convergence I'd worked from abril/2017 until August/2020, Managing IP Telephony Transformations projects since the quote phase until the completion. Monitoring budget, schedule, resources (in different timezones, USA and Europe), stakeholders and customer satisfaction.

(more details on each experience in my profile)

#2 – Academic/Courses/Certificates:

- Under Graduate in Digital Communication (Telecommunications) at Oswaldo Cruz College (2005-2007) and graduate in Telecommunications Engineering at Mackenzie University (2009-2010).

- PMP Certified for PMI (Project Management Institute) since December/2015

- English Intensive course for one month in Canada (Mississauga, Ontario) in May/2016.

#3 - Objective:

- I am studying Game programming at St Lawrence College, in Cornwall, Ontario, Canada estou start on Game industry.
- I am also looking for working during my studies. I can either work on IT, in any role in a Game company or in something else that my profile can fit in.

#4 - Mission:

Delivering value with empathy, commitment and quality.

Contact

Email: mark.filliph@gmail.com

Cell: +55 11 97169 9881

Experience

Global Convergence, Inc.

3 years 5 months

Project Manager

July 2017 - August 2020 (3 years 2 months)

São Paulo, São Paulo

- Managing projects since the quote phase untill completion and final invoice issued. Budget, resources, scope, time management. Transforming TDM PBXs to IP phones systems. Reporting globally the projects status, working with different cultures, timezones (LATAM, USA and Europe), languages (english and spanish used daily).

Transition Project Manager

April 2017 - June 2017 (3 months)

São Paulo

NET Serviços de Comunicação S/A

IT Business/Project Analyst

February 2011 - March 2017 (6 years 2 months)

São Paulo Area, Brazil

Focal point for Projects and IT demands related to Sales Call Centers.

Interface between the user area and IT teams (Networking, Firewall, Telecom, Applications).

Monitoring of all deliverables from the initial alignment (initiation) with the scoping with the user area (planning), the time and cost alignments until the final delivery of the project (closure). In cases of incidents, the Troubleshooting is carried out with all suppliers involved to not impact the user area.

Mutant (former LM Sistemas)

Telecommunications Specialist

July 2010 - February 2011 (8 months)

- IVR's (interface Voice Recording) setup and maintenance.
- Level 3 telecom supporting which may compromise the IVRs features.
- Maintenance on Avaya PBX, VDN's analysis settings, extensions and trunks.
- Use of the ITIL processes daily.

Bureaux de Negócios e Serviços

Telecommunications Analyst

October 2009 - July 2010 (10 months)

- Responsible for Telecom and voice calls environment, managing tickets with suppliers.
- Giving the support for Siemens HiPath telephone exchanges (Administrative) and Telecom Talk (Call Center), with 200 operators, 12 customers and 10 E1 link.
- Daily checklist of key features of PBXs, such as auto dialer

Education

St. Lawrence College

College, Game Programming · (2020 - 2022)

Heartland International English School (Mississauga - ON, Canada)

Intensive English Course (4 weeks), Language · (2016 - 2016)

Universidade Presbiteriana Mackenzie

Graduate Telecom Engineering, Telecommunications · (2009 - 2010)

Faculdades Oswaldo Cruz

Technologist in Digital Communication, Telecommunication · (2005 - 2007)