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Birth Date: February 26th, 1970

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Family: Married, 3 children

Lisboa - Portugal

Nationality: Portuguese



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EXECUTIVE PROFILE

Business Unit and Program Manager with responsibility for **organisation, Sales/Commercial, administrative and technical coordination** with **Business Development, Business Plan, Strategy Definition, Innovation and Operations management, Proposals Evaluation and Contracts Negotiation, P&L, internal and outsourced team's development and coordination. Continual service improvement program implementation. Interface between technical teams, management, customers and other stakeholders.**

As a leader I am Emphatic and People driven with strong focus in objectives (business and human) and organisation growth supported by Teams and People development. **Delegation, ownership and empowerment** with total **availability, sponsorship and coach attitude** are my usual tools to **grow motivation and targets over achievement.**

As manager I can point out a cross-sectional intervention both in the IT/IS Solutions development, delivery, operations and sales. Deep experience with **Outsourcing, Multisourcing and Service Integration & Management, Service Design and Operational Management. Implementation of Agile** structures and **PMO's.**

Complex organizations process design, implementation and management (ITIL, SOX, ISO, PMI, BSM, Agile...) with coordination of **local and International audit and consulting teams. Product Owner, Scrum master coacher and Change Leader.**

PROFESSIONAL EXPERIENCE (Only recent challenges)

Runtime Revolution (August 2017 – November 2017)

Portuguese Start-up. Business plan design to support a very rapid growth and three future business units kickoff.

Fujitsu Portugal (November 2016 – August 2017)

- **Head of Business Application Services**

Function:

Europe Based Business unit management responsible to deliver all the Software and Professional Services projects in several market segments (Banking, Retail, Public Sector) in Europe, Africa and South America.

Responsibility:

- Sales management with business volume of 10M€ and assuring a growth in net sales and Gross Margin above 30%.
- Contract and Complex solution negotiation with stakeholders, business owners, customers and suppliers.

Wincor Nixdorf (September 2008 – August 2015)

- **Head of Software and Professional Services (Portugal, Middle East & Africa)**

Function:

Leadership role with organisation responsibility from sales, software factories and international competence centres, solutions delivery with HW, SW and services integration (Consultancy, project management, technical support and partner development/enablement).

Intervention in banking and retail businesses in Portugal, Africa and Middle East with development of international projects, proposal, contracts and partnership negotiations with customers, partners and suppliers.

Reporting:

- Region Portugal & MEA reporting to the Software VP in Nederland and Regional President based in Portugal.
- Direct report: 30 engineers/PM's, 4 Business & Engagement Managers, 1 Finance Mng, 1 HR.
- Indirect Report: 5 regional business managers (Direct & Indirect sales), +700 Engineers from 65 sales and delivery partners in the region.

Responsibilities:

- Coordination of SW and Professional Services of 3 Legal Entities (Portugal, Algeria and Morocco), 3 Offices (Nigeria, South Africa and UAE), 65 partners in 73 countries.
- Teams and people hiring and development.
- Complete responsibility on solutions business development in the region.

Achievements:

Several specific solutions developed in Major Banks all over MEA Region with projects for Solutions Integration with core-banking services, branch, Self Service, Monitoring and Service Management, Mobile Money, Monitoring, multichannel/omnichannel services, Real Time Transactional Fraud identification or Currency exchange solutions, among others.

Developing the complete business model, team, processes, KPI's, methodologies and tools. In the first four years all the Division targets were overachieved (Sales Volume, Margin, Incoming Orders and EBITA) with maintenance and support contracts coverage of all customers.

Identification, selection and enablement of strategic partners with capacity to sell, develop and support complete solutions in 70 countries of MEA region.

Logica (actual CGI) / Edinfor / ITLog (2004 – 2008)

- **Distributed Systems and Networking Division Manager**
- **World Wide Change & Release Manager**

Function:

Leader with responsibilities in the EDP (Electricity of Portugal) customer, assuring the service and infrastructure operations with 800 distributed servers, 10.000 Desktops in 210 Iberia locations. +2 PetaBytes of data managed. Coordination of all the technical and business teams to deliver and develop the service.

Responsibility:

- Delivery management with the SLA's and KPI's agreement and control.
- Teams development (selection, contract, evaluation, development and technical coordination)
- Support and control processes coordination,
- Direct Report: 14 Team Leaders and 200 engineers,
- Indirect Report: Process consultants and administrative staff,

Achievements:

Implementation of the first Evaluation and Feedback process in the Division assuring that everyone in the team has agreed in a business aligned development plan with record for several coaching and mentoring activities during the year.

As World Wide Change Manager, defined the global strategy for Change and Release management. Coordination of all process owners, and Assumed the Operations in Change Management.

Security practice Team coordination with impact in the global company politics and close alignment with COBIT controls supporting SOX and ISO certification activities.

PROFESSIONAL CAREER (All challenges)

2017 – 2017	Board Member	Runtime Revolution
2016 – 2017	Head of Business Application Services	Fujitsu Services
2015 – 2016	Non-Executive Senior Strategic Advisor	Instalplus
2012 – 2015	General Manager of Portugal & MEA - SW & Professional Services	Wincor Nixdorf
2008 – 2015	Portugal Software & Professional Services Division BU Director	
2007 – 2008	World Wide Change & Release Manager	Logica (CGI)
2006 – 2008	Iberia ITIL Process Owners Teams Manager	
2004 – 2006	Distributed Systems and Networking Division Director	Bright Partners
2003 – 2004	Executive Manager Information Technology (6 Months)	
2001 – 2003	Networking business Director Euronext Lisbon Datacentre Manager	EDS (HP)
1998 – 2001	CTO	HDS
1996 – 2001	IT Manager	IST
1992 – 1996	Recital Division Leader	SuperSoft
1987 – 1992	Information Systems Team Leader	Dir Dist Finanças
1985 – 1987	Trainer BASIC Programming Language	C M Cascais

EDUCATION AND PROFESSIONAL CERTIFICATIONS

2000 – MSc Computer Engineering (2000), Telecommunications Branch (Thesis not presented), Instituto Superior Técnico

1996 – BSc in Informatics (1995) and **informatics Management**, Instituto Politécnico Lisboa

1993 – Bachelor's degree in Management Informatics, Instituto Politécnico Lisboa

2016 – Certified Scrum Master - Rumos

2016 – CEH Certified Ethical Hacker – EC-Council (Jan 2016)

2015 – PMP Project Management Professional – Project Management Institute (Dec 2015 - PMP1882286)

2014 – Aligning Project Management with Organizational Strategy - The George Washington University

2011 – Strategic & Conceptual Selling (Miller Heiman) – Wincor Nixdorf

2010 – Cash Cycle Mng; Technology and Sales Mng; Organizational Change Mng – Wincor Nixdorf

2006 – ITIL - Foundation Certification in IT- Service Management

Other technical certifications (BMC/Remedy, HP-UX, Cisco, Alcatel, Xylan, etc)

HOBBIES

Scuba Dive (PADI Master), Sports (Fitness & BTT), aquaculture and bonsai gardening.