Nuno Ricardo Figueiredo Pires   *CURRICULUM VITAE*

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Birth Date: February 26th, 1970

Family: Married, 3 children

EXECUTIVE PROFILE

Career in Technology and Information Systems and Consulting, in high technology-driven companies, evolving from technical coordination and project management into steering area, teams and business.

Solid competences in Business Unit Management, responsible for coordinating and developing both commercial and technical business, operations, business plan, P&L, forecasting, baselining, building and development of internal and outsourced teams.

In technical management I can point out a cross-sectional intervention both in the development and application maintenance and in the design and maintenance of infrastructure systems and distributed datacenters. IT Manager in organizations where there is a critical IT business dependence (Bolsa de Valores, Instituto Superior Técnico and EDP).

Design, implementation and management processes (ITIL, Security, BSM, Etc.) in complex organizations (especially processes of Change, Release, Incident and Problem Management, ICT Management, Business Service Management). Coordination of consulting and Process Owners teams local and International.

PROFESSIONAL EXPERIENCE

Wincor Nixdorf (since September 2008)

- **Software and Professional Services Division Director (Portugal, Middle East & Africa)**

  Banking and Retail markets coordination for all Wincor Nixdorf Software and Professional Services solutions in Portugal and Africa and the Middle East.

  International projects development and coordination; Contracts, partnerships and proposals negotiation. Delivery service and interface with other divisions, customers, partners and suppliers.
  5 Legal Entities, 56 Partners in 19 Countries. Budget management of around € 10M.

  Responsible for the creation of the Software & Professional Services Department in Portugal, developing the business model, team, processes, methodologies and tools. In the first four years have exceeded all objectives of the Division and assured loyalty with all existing customers.

  Coordination of all Practice Managers in the region, reporting directly to the Vice Presidents of Software and Professional Services in Germany and to the President of P & MEA Region.

Logica / Edinfor / ITLog (2004/2008)

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

  Steering Function with direct influence on about 200 technicians, of EDP customer support, ensuring the operability of 800 distributed servers and 10,000 desktops in 210 Iberian locations. Budget management of approximately 15M €.

Full responsibility for Division delivery, ensuring service levels compliance, teams management and development (selection, hiring and technical assessment coordination) as well as coordination of procedures for support and control.

As Change Manager, coordinated the overall definition of Change and Release Management strategy. National Process Owners Coordination in all Logica countries and change and release management worldwide operations with 14 Team Consulting Leaders Direct report, and indirect report from about 70 consultants, technicians and administrative staff.

Coordination of Security Management Team referring the development of policies and EDINFOR's global safety and alignment with COBIT controls in response to SOX. Initiated the draft ISO27001 certification. Planned and supported the internal audits plan and gap correction.

EDS – Electronic Data Systems (2001 – 2003)

- **Networking business Director**
- **Euronext Lisbon Datacenter Manager**

    Steering Function with responsibility over teams, resources and infrastructure for clients such as: GALP Energia (Portugal / Spain), Euronext Lisbon, CTT, Central Cervejas and Águas do Luso.

    Simultaneously assured the coordination and supervision of Euronext datacenter operation and management of infrastructure and operational teams (identifying customer needs, design solutions, managing partnerships and evaluating proposals). Management of a critical high availability: LAN / WAN with about 180 CISCO routers and switches, a park consisting of computer equipment Tandem, SUN, HP and IBM.

    Euronext Coordinator for the Disaster Recovery Plan, Business Continuity Plan and Team Leader in the area of Core Infrastructure.

HDS (1998 - 2001)

- **CTO**

    Managing partner of HDS systems and information technology enterprise, with function of technical coordination of all projects among which I highlight:

    Technical direction of System Security Implementation (CCTV, Fire and Intrusion Detection) For the Insurance Company Fidelidade (CGD Group) with a network of 69 Dependencies in Portugal integrating existing IP network.

    Design and Implementation of Communication Systems and Networks in companies like: Centralcer, GALP, EDP, SA Transcomércio, Fundimo SA (CGD Group), Sofinac SA group (BFE Group), SuperSoft, Congimex SA, Instituto Superior Técnico, ESAI (School of Real Estate Activities).

    Responsible for the technical configuration of IT solutions for SAMS, Torre do Tombo, Hospital de Peniche, among others.

Instituto Superior Técnico (1996 - 2001)

- **IT Manager**

    Systems and Network of Mechanical Engineering Computing Department Management, responsible for a datacenter with 26 Servers (HP, Digital, Silicon Graphics, Data General) serving 1200 users (UNIX

and WINDOWS) and a network with connected 1800 users in five buildings in the campus of Alameda and Taguspark (Lisbon area).

Coordination of a 15 trainers team supporting a universe of 1400 graduates, in coordination with the course responsible and professorships, programs aligned with undergraduate and master's degrees in mechanical engineering, aerospace, electronics and computing.

IT management of research laboratories: LEMAC, LTI, LEMAC-Competence Center and LPAC Lab-Computer Aided Design. In this infrastructure research projects were developed in partnership with companies like AutoEuropa, Sorefame, Siemens, OGMA, NATO, NASA, among others.

PROFESSIONAL CAREER

2012 – ...	Portugal, Africa & Meddle East SW & Professional Services Director	Wincor Nixdorf
2008 – ...	Portugal Software & Professional Services Division Director	
2007 – 2008	World Wide Change & Release Manager	
2006 – 2008	Iberia ITIL Process Teams Manager	Logica
2004 – 2006	Distributed Systems and Networking Division Director	
2003 – 2004	Information Technology Executive Manager	Bright Partners
2001 – 2003	Networking business Director Euronext Lisbon Datacenter Manager	EDS
1998 – 2000	CTO	HDS
1996 – 2001	IT Manager	IST
1992 – 1996	Recital Division Director	SuperSoft
1987 – 1992	Information Systems Team Leader	Dir Dist Finanças
1985 – 1987	Trainer Basic Programming Language	C M Cascais

EDUCATION AND PROFESSIONAL CERTIFICATIONS

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

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

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

Strategic & Conceptual Selling (Miller Heiman) – Wincor Nixdorf

Conflict Management – Excel

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

People Management - Dynargie

BMC Remedy CMDB Administration V1

ITIL - Foundation Certification in IT- Service Management

Other technical certifications (HP-UX, Cisco, Alcatel, XYlan, etc)

HOBBIES

Sports, aquaculture, bonsai, Scuba Dive (PADI Master) and golf.