

FULANO DE TAL SEM SOBRENOME

IT SERVICES & PROJECT MANAGER WITH +15 YEARS OF EXPERIENCE IN MULTINATIONAL MARKET LEADERS

PROFILE

Coordinated infrastructure and telecommunications activities, customer support processes and operations at leading automotive and telecommunications companies;

Managed suppliers of IT services (printing, infrastructure, LAN and WAN);

Extensive experience ensuring excellence in the **procurement of IT services and products**:

- ✓ Developing/monitoring KPIs and SLAs
- ✓ Answering for technical approvals
- ✓ Assisting in negotiations;
- ✓ Drafting RFPs

Developed business cases;

Managed projects employing the best practices of **PMBOK**;

Involved in the development of the **Strategic IT Plan** according to the strategic objectives and requirements of the business;

Surveyed investments and costs in hardware, software, services and labor;

Led cross-functional teams to deploy improvements in services and reduce risk and maintenance costs;

International experience developing projects and integrating IT services with [redacted] headquarters in Germany;

Planned and developed IT and infrastructure projects (WAN and LAN networks, WAN Backbone and CPE).

Supported the **Pre-sales** department in the development of solutions and assisted in negotiations with customers;

Consulted national and international customers to optimize network and service solutions (Frame Relay, IP, X25, satellite, 0800, 0300, etc.);

Attended workshops with staff and partners to discuss consulting matters;

Installed technical links: RENPAC (DPN 100 / Passport), End to End (via E1), Frame Relay, Internet, routers, multiplexers (New Bridge) and radios (Ericsson / Nec Pasolink / Drmas).

Worked with customers in the field and with Embratel stations;

Native Portuguese | Advanced English | Basic Spanish

ACADEMIC BACKGROUND

Business English, Homestay Program

EF School - Los Angeles, CA (2004)

MBA in Telecommunication Services

Universidade Federal Fluminense (2001)

Business Administration

Universidade São Marcos (attended 3 semesters)

Bachelor's degree in Electric Technology

Universidade Mackenzie (1996).

Electronics Technician

Colégio Lavoisier (1993).

Também quer seu CV traduzido e modelado por um profissional?
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Também quer modelar seu CV?
Entre em contato:
Para Inglês Ler
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americo@parainglesler.com.br

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PROFESSIONAL EXPERIENCE

[Redacted] LTDA Mar/2006 to date
Leading German automaker

IT Resources Analyst

[Redacted] Jan/2001 to Mar/2006

IT services company acquired by xxx

Telecommunication Analyst

[Redacted] Feb/1997 to Jun/2001

Leading telecommunications company

Technical Consultant

Telecommunication Technician

COURSES

Microsoft Project 2010

Digicad - 20 hours – 2013

Cisco ICND1 e ICND2

Multirede - 80 hours – 2010

Cobit Foundation 4.1

Volkswagen - 24 hours – 2009

Frame Relay

Embratel SP - 24 hours – 2001

Satellite Communications

Embratel SP - 32 hours – 2001

Advanced Telephony

Embratel RJ - 40 hours – 2000

Infosat and Datasat Plus

Embratel SP - 16 hours – 2000

E1 Network (3600 e 3612)

Telemig BH - 105 hours – 1998

Ericsson Telephone Central

Ericsson SP - 52 hours – 1995

ITIL v3 Foundation

IT Partners - 32 hours – 2011

Project Management

George Washington - 24 hrs – 2010

Switch 4007 Chassis

3COM - 24 hours – 2004

Local Area Networks

Embratel SP - 40 hours – 2001

Consultative Sales and Trading

Embratel RJ - 40 hours – 2001

Data Communication

Embratel SP - 12 hours – 2000

Internet Administration

Infonet SP - 24 hours – 2000

Modem Operations

Embratel SP - 40 hours - 1997