

## PERSONAL INFORMATION

## Luís Mourinho, PMP



+559492693321

luis\_mourinho@yahoo.com

Sex Male | Date of birth 15 Oct 1979

## POSITION

## Information Technology

## WORK EXPERIENCE

May 2008–Present

**Associate Project Manager – Metrics & Reporting**

Companhia IBM Portuguesa, S.A. - Lisboa

Manage SLA implementation projects in their different phases: Initiating, planning, executing, controlling, and closing;

Provide control reports, scope management, problem solving, risk identification and management, keep stakeholders committed into the project's activities;

Implement SLA (Service Level Agreement) and manage all information related with SLAs in two of the major outsourcing accounts in IBM Portugal;

Define metrics and it's measuring methods, ETL (Extract, Transform and Load) tools and targets;

To gather and manage information required for measuring and reporting service management in an outsourcing contract;

Deploy tools and procedures for the purpose of data integration, transformation fostering automatization and cross-validation;

Coordinate with other team members, other team's members and with customer representatives in order to delivery adequate reporting;

Negotiation with customer about several aspects related with SLA;

Technical Leadership in Metrics & Reporting team.

Accomplished Associate Project Manager accreditation.

Mar 2008–Apr 2008

**Novabase Business Intelligence Consultant**

DGITA (IT Department of Finance and Public Administration Ministry)

Executed several requests for changes in a BusinessObjects implementation project;

Worked with BusinessObjects XI Universe Designer and Reporter and with Oracle Database.

Jul 2006–Mar 2008

**AGAP2 Business Intelligence Consultant**

OSIS/IBM - Tagus Park - Oeiras, Portugal

Reporting on SLA, Resource Units, Consumes, and other contractual items to be monitored and controled under IBM outsourcing contracts;

Reporting processes analysis and optimization in order to increase the workflow efficiency and the accuracy of data;

Definition of ETL (Extraction, Transforming and Loading) processes to extract data from DB2 databases, that belong to

Tivoli monitoring platform, and from several other data sources (DB2, TSM, xls, csv, tsv);

Design and develop datamart on MS SQL Server 2000 for contractual reporting;

Report design using Crystal Reports XI Reporting tool and MS Excel;

Collaboration in the development of new tools and methods for reports production.

Mar 2006–Jun 2006

### AGAP2 Business Intelligence Consultant

Sonaecom - Green Park, Lisboa, Portugal

Quality Assurance team working with datawarehouse projects.

Acceptance tests on datawarehouse projects using Oracle databases and BusinessObjects reporting tool.

Jul 2004–Dec 2005

### Technical Support Engineer

Business Objects, SA (Atlanta, Georgia, United States)

Technical Support for Latin America customers (in Portuguese and Spanish) on the following products: WebIntelligence (2.x and 6.x), Desktop products(5.1.x and 6.x), Application Foundation, BCA, BO XI, Crystal XI, PM XI, OLAP Intelligence XI;

Technical Support for USA customers – WebIntelligence (2.x and 6.x);

Training and expertise in Business Objects Products: installation, configuration and troubleshooting;

Training and expertise using platforms supported by BusinessObjects: Databases (Oracle, DB2, Sybase or SQL Server), Operating Systems (Windows and Solaris) or Application Servers and Web Servers (Apache/Tomcat or Websphere/IHS);

Training in Customer Care;

Good understanding of company structure, its procedures and relation with external companies like partners or customers.

Expertise in business intelligence, reporting, data structure designs and corporate information management and distribution.

Apr 2003–Apr 2004

### Information Systems Analyst/Developer

Freios Controil, Ltda (São Leopoldo, Rio Grande do Sul, Brasil)

- Research on techniques and procedures to apply in the IS development;

- Research on using the Clarion programming technology with relational databases;

- Research on techniques for making the migration from the old system to a SQL Server-based system;

- Development of some pilot applications and performance tests;

- Database administration (SQL Server 2000 and PostgreSQL).

Jun 2000–Dec 2002

### Information Systems Analyst/Developer

Núcleo de Gestão de Sistemas de Informação ISCTE - Lisboa, Portugal

- Development and maintenance of operational information systems (using Powerbuilder)

- Participation in user training and support to the information systems

- Coordination and management of the department

- Database administration (Sybase Adaptive Server Enterprise)

## EDUCATION AND TRAINING

---

Nov 2011–Nov 2014

### Project Management Professional

Project Management Institute

Project Management

Aug 2010–Aug 2010

### ITIL v3 Foundation Certification

EXIN

ITIL Foundational Concepts and Methodologies.

Sep 2007–Jul 2008 **Post-Graduation on Knowledge Management and Business Intelligence**  
 ISEGI - Higher Institute for Statistics and Information Management  
 Business Intelligence, Datamining, Knowledge Management, Project Management

Nov 2006–Nov 2006 **Training on SAS Programming I and II**  
 SAS Portugal  
 Programming using SAS programming language.

Jul 2004–Dec 2005 **Training on BusinessObjects**  
 Business Objects, SA  
 - Training on the following Business Objects products: BusinessObjects; WebIntelligence; Designer; Performance Management; Application Foundation;  
 - Training on Customer Care.

Oct 1997–Jun 2002 **Graduated in Computer Sciences and Business Management**  
 Higher Institute for Labour and Business Studies (ISCTE) - Lisbon - Portugal  
 Decision Support Systems; Business Management; Information Systems; Statistics; Artificial Intelligence; Databases

PERSONAL SKILLS

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
French	A2	A2	A1	A1	A2
Spanish	C1	C1	B1	B1	B1
English	C1	C1	B2	B2	B2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
 Common European Framework of Reference for Languages

**Communication skills** Worked and lived during 2004/2005 in a multicultural environment in Atlanta - USA ;  
 Participation in team-building events;  
 Integration on brazilian society during the years of 2003/2004;  
 Practice of capoeira.

**Organisational / managerial skills** Volunteer at NGO "SOS Racismo" as trainer;  
 AIESEC member in 2003/2004 - organization of integration events, communication with target public, planning, several tasks execution.

**Digital competence** Hardware assemblage and configuration for desktop equipments.

**Other skills** Team spirit, organized, responsible, methodic, interested for different cultures, active learner.

Driving licence Type B <br/> Issued in 2005<br/>

**ADDITIONAL INFORMATION**

Publications