

Paulo Zarcos Palma

Software Engineer

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Profile



I'm a senior professional always available for new challenges, new goals, new opportunities, ready for the next step. I'm passionate for what I do. I love to travel, get in touch with new people and meet new places. Trying new kinds of food is one of the things I like most. Family and friends are very important to me. I love photography and sports. I also like a good book to read on my spare time.

Skills

Development:

Angular, NodeJS, PHP, Java, JavaScript, C#, Oracle, SQL, MySQL, XML, Web Services, HTML, CSS, Shell, UNIX.

Contact Center Development:

Contact Center Software Development (Altitude platform).

Networking:

OSPF, IGRP, ARP, IPv6, IP, IMS, Multicast, TR-069 (+amendments).

Foreign Languages:

English (Written – Good / Spoken – Good)

Spanish (Written – Good / Spoken – Good)

Native:

Portuguese

**Professional
Experience**

Altice - Portugal

2018-Present

Software Engineer

- Coordinate technological developments in the service architecture SI/TI and define, develop, and implement the architecture of new services.
- Ensure the interface between SI development teams, clients and external suppliers and monitor projects development, ensuring their compliance.
- Analyze SI/TI development and testing requests, benchmark their impacts on systems, validate the specifications and technical advice, consultation with suppliers and manage projects implementation.
- Evaluate and select solutions, participate in decisions about their acquisition versus construction and prepare estimates for projects that contribute to the business case.
- Plan, coordinate and control the execution of SI/TI projects in their several aspects such as impact analyzes, costs, allocated resources, scope, points of situation with the client, deadlines, and quality.
- Define and apply standards, principles, and methodologies in the development lifecycle, testing of SI/TI systems and the exploitation of mutli-technology infrastructures.
- Implement and control reliable mechanisms and procedures for safeguarding of information, in the field of SI/TI security.
- Define and control indicators of availability, performance, and safety of SI/TI systems.
- Validate and coordinate the TI architecture (servers, storage, virtualization and network, CTI), criticality levels and ensuring the management and safety of these, in accordance with the standards and good practices.

Altice - Portugal

2016-2018

Tactical Projects Consultant

Web Developer @ Tactical Operations Projects team. I was involved with core projects in order to optimize operations and reduce human effort, both in back offices and field as well, by automatizing procedures and to turn technicians more autonomous in their daily job routines. I also provided support to other departments, either internal or external to Altice.

Portugal Telecom

2010-2016

Core DTH e Customer Networks Manager

I worked as Core DTH Operations and Customer Networks Consultant at the Department of Operations, Maintenance and Platforms Monitoring of Portugal Telecom. Integrated in the Core IPTV (networking branch) I managed new services implementation projects.

I was responsible for the management of HDM (Home Device Management) platform, or in other words, the ACS (Auto Configuration Server) that via TR-069 protocol (remote access) manages the entire park of PT routers (currently close to 2 Million routers). I was also in charge for the management of MEO satellite component. I also had at my responsibility the operation of MEO Games service (IPTV - Set Top Box). In the context of my daily activity, I had to develop Reports and Quality Analysis of service using data mining tools.

Portugal Telecom

2006-2010

Technical Telecommunications Specialist

I played roles as a Technical Specialist in Telecommunications at DOMF/OMR/TFH42 Department of Portugal Telecom, in the Hertzian Beams, VSAT's (satellites) and Broadcasting. My role centered on the maintenance and repair of equipment malfunctions in these technologies. Coordinated and followed installations of new equipment guiding various teams on the ground. Participated in the TDT design and installation of equipment at various sites relays.

Portugal Telecom

1997-2006

Electrical Telecommunications Specialist

Played functions as Electrical Telecommunications Specialist in the Hertzian Beams DOP/OMR/TDF3. Had the responsibility to maintain and repair faults of radio transmission equipment. Supervised and coordinated the installation of new equipment and gave support to installer's teams. I performed Site-Surveys and gave technical advice to project teams.

Portugal Telecom

1991-1997

Telecommunications Specialist

Played roles as Telecommunications Specialist. My area of specialty was repairing faults in the access of PT network.

Professional Training

2014 – Conflicts Management (13H);
2014 – Project Management Foundations (40H);
2013 – Training in Multicast (20H);
2012 – Network RADIUS (12H);
2012 – Training in GCN (2H);
2012 – Training in Network RADIUS (12H);
2011 – Training in IMS - IP Multimedia Subsystem (6H);
2011 – Training in Work Safety (3H);
2011 – Training in Corporate Ethics (3H);
2011 – Training in MS Access 2007 - Advanced (14H);
2011 – Training in Portugal Telecom Documental Management (2H);
2011 – Training in Integrated Management Systems (2H);
2011 – Training in Priority Time Management (4H);
2011 – Training SQL Advanced (18H);
2011 – Certification CCNP Tshoot – Troubleshooting and Maintaining Cisco IP Networks (35H);
2011 – IPv6 CISCO Workshop (7H);
2011 – Training IPv6 - Advanced (35H);
2011 – Training IPv6 Base (7H);
2010 – Training HDM Management [Home Device Manager] (8H);
2010 – Training in Rohde & Schwarz Digital Transceivers (20H);
2009 – Training Concal-IP (8H);
2009 – Training in TDT Transceivers “Electrosys” (36H).
2009 – TDT Project – Training Base DVB-T (16H);
2009 – Training TDT – “Digital Terrestrial Television” (48H).
2008 – eLearning “Meo Satélite” (2H);
2008 – eLearning “Sapo VOIP” (2H);
2008 – Training VSAT SkyEdge (7H);
2006 – Training Analog Rohde & Schwarz Transceivers (16H);
2006 – Training “IP Networks introduction” (27H);
2006 – Training PROUNO - Presentation FI TV (3H);
2005 – Training Prevention Plans - Basic Life Support (3H);
2005 – Training Prevention Plans - Awareness (1,5H);
2005 – Training Prevention Plans - 1st Intervention (3H);
2005 – Training Health and Safety at Work - BP Project (7H);
2005 – Training Introduction to Broadcasting relays (35H);
2004 – Training VSAT DW6000 (7H);
2003 – Training MINILINK Ericsson 34Mbits (7H);
2003 – Implementation of Quality S. G. (2H);
2002 – Training in VSAT (70H);
2001 – Training in FH NERA STM – 1 RADIO NL29x (31,5H);
2001 – Training in MINILINK SIAE SDH/140 (28H);
1999 – Training in Data Communication (60H);
1997 – Training in Longa – Communication Network Boards (36H);
1997 – Training for Professional Change Group (594H);
1996 – Training “Customer Satisfaction - OMG” (3H);
1991 – Technical Telecommunications Training;

Extra-Curricular Training

2011 - Participation in the Advanced Course in Network Centric Operations: Superiority of the New Information Decision Models - CIIWA - Military Academy in Lisbon.
2010 - Certification in CCNA Exploration Cisco Networking Academy.
2010 - CAP Certification - Initial Teaching Training of Trainers.

Qualifications

ESTIG – High School of Technology and Management - Beja 2003-2009
Degree in Computer Science

Bachelor's in computer engineering at ESTIG – High School of Technology and Management - Beja with the final average of 13 values.

ISIK University - Istanbul 2007
Erasmus

Participation in the Erasmus Intensive Program on ISIK University in Istanbul, under the Computer Law Subject, getting 4 points in the final project (an assessment of 0-4).

Middle School D. Manuel I - Beja 2001
Completed the 12th year of the course with a final average of 13 values.

Personal Information

Personal Identification – 9139031
Date of birth – 17/05/1970
Drivers License – E-154568/5