



Marcos Mendes

Nationality: Portuguese **Date of birth:** 12/04/1983 **Gender:** Male

Phone number: (+351) 918087194

Email address: marcosmendes@hotmail.com

Whatsapp Messenger: 00351918087194

X: <https://x.com/mffmendes>

LinkedIn: <https://www.linkedin.com/in/mffmendes/>

Website: <https://marcosmendes.eu>

Home: Praceta de Sales N°378, 1°Esq, 4500-574 Espinho (Portugal)

ABOUT ME

Experienced Technical Support Engineer with a demonstrated history of working in different industries (telecommunications and banking) and working in technical support for over a decade. Skilled in SQL, Linux, and PHP. Strong engineering professional. Currently leading a team of application support engineers and developing laravel applications as a hobby.

WORK EXPERIENCE

Natixis in Portugal – Porto, Portugal

City: Porto | Country: Portugal

Team Leader

[02/02/2025 – Current]

Manage RMPS operations team members with the following responsibilities:

Goal Setting: Establish clear, achievable goals for the team that align with the broader objectives of the organization.

Communication: Facilitate open lines of communication within the team and with upper management.

Performance Monitoring: Track team performance and productivity, providing regular feedback and conducting performance evaluations as necessary.

Resource Management: Ensure that the team has the necessary resources and tools to complete their tasks efficiently.

Decision Making: Make informed decisions that benefit the team and organization while considering input from team members.

Strategic Planning: Contribute to the strategic direction of the team by helping to develop plans that align with organizational goals.

Natixis in Portugal – Porto, Portugal

City: Porto | Country: Portugal

Tech lead

[01/12/2021 – 01/02/2025]

- Make sure Productions issue are well addressed under RMPS scope;
- Ensure technical questions from the team are well addressed;
- Make sure technical training within the team is ensured properly;
- Have the proper procedure and contacts for business and projects teams;
- Ensure continuous improvement and continuous learning within the team;
- Create tools and dashboards to help team work and team insights;

Natixis in Portugal – Porto, Portugal

Address: Rua de Santos Pousada 220, 4000-478 Porto (Portugal) | Website: <https://www.natixis.com/>

Application Support Engineer

[26/10/2020 – 30/11/2021]

Market Risk Application Support Engineer with the following functions:
Provide a first line of production support with dedicated KPI's;
Ensure all applications run smoothly;
Enhance user's satisfaction by solving incidents/problems effectively and efficiently;
Ensure the proper troubleshooting and incidents follow up;
Take part in the corrective & evolutive maintenance of the applications;
Ensure continue improvement;

Euronext – Porto, Portugal

Address: Av. da Boavista 3433, 4100-138 Porto (Portugal) | **Website:** <https://www.euronext.com/>

Senior Service Operations Analyst

[15/06/2020 – 16/10/2020]

Service Operations Team provides level 1/2 technical Support across a broad range of technical disciplines that underpin the operation of Euronext Cash and Derivatives markets, and hosted markets on behalf of clients. The disciplines include Applications, Network, Systems (Linux and Windows), Database and Security.

Main tasks:

- Prioritization and progression of resolution for faults or queries on the full range of systems;
- Troubleshooting issues relating to applications, infrastructure, database, network or security;
- Active participation in serious incident, problem and change management;
- Undertaking of project work to help implement best support practice and continued success of the Euronext businesses.

Nokia – Lisbon, Portugal

Address: Edifício Horizonte Estrada Casal do Canas, Alfragide 2720-092 Amadora, 1070-085 Lisbon (Portugal) | **Web site:** <https://www.nokia.com/nokia-in-portugal/>

Technical Support Engineer

[15/08/2014 – 30/03/2020]

Working for Nokia technical expertise center for BSS/OSS products.

Detection and troubleshooting problems in GSM products from Nokia network (operations and maintenance).

Support regional teams in troubleshooting issues and customers requests.

Support and brainstorm with adjacent teams for issues resolution.

Working with Unix and Linux servers, troubleshooting different HW/SW issues and proprietary applications bugs and features.

Troubleshooting network related issues for different protocols, mainly TCP/IP, FTP, Q3, SNMP and NTP, using different tools and programs (putty, wireshark, etc).

Working with SQL databases, troubleshooting both frontend (user application) and backend (databases) issues.

Internal Lab Maintenance, including LAN planning, routers configuration, servers/PCs installation.

Developing scripts and web applications for processes automation, monitoring and issues detection.

Alcatel-Lucent Portugal – Cascais, Portugal

Address: Estrada da Malveira da Serra, N° 920, 2750-834 Cascais (Portugal) | **Website:** <https://en.wikipedia.org/wiki/Alcatel-Lucent>

Telecommunications engineer

[01/12/2010 – 14/08/2014]

Working in Alcatel-Lucent technical expertise center for BSS products.

Detection and troubleshooting problems in GSM products from Alcatel-Lucent network (voice and data)

PrimeIT – Lisbon, Portugal

Address: Avenida 5 de Outubro, n° 125, 9°-B, 1050 - 052 Lisbon (Portugal) | **Website:** www.primeit.pt

Telecommunications engineering technician

[29/09/2008 – 11/2010]

IT consultant working with Alcatel-Lucent Portugal

Detection and troubleshooting problems in GSM products from Alcatel-Lucent network (voice and data)

EDUCATION AND TRAINING

Degree in Computers, electronics and telecommunications Engineering

Instituto Superior de Engenharia de Lisboa [09/2001 – 02/2011]

Address: Rua Conselheiro Emídio Navarro, nº 1, 1959-007 Lisboa Lisbon (Portugal) | Website: <https://www.isel.pt/en/> | Level in EQF: EQF level 6

Finished with 13 out of 20 points.

Main subjects and skills:

Good knowledge of HTML, CSS, JavaScript, C e C++, Servlet's e JSP;

Good knowledge of Java programming language;

Good knowledge of telecommunications concepts;

Knowledge in electronics analisys technics;

Understanding of electronics and telecommunications based physics phenomenon's;

High School General degree

Escola Internacional do Algarve [08/1998 – 07/2001]

City: Lagoa | Country: Portugal | Level in EQF: EQF level 3

Finished with average 13 out of 20 points.

LANGUAGE SKILLS

Mother tongue(s): Portuguese

Other language(s):

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

French

LISTENING B2 READING B2 WRITING B2

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

Spanish

LISTENING A2 READING A2 WRITING A1

SPOKEN PRODUCTION A2 SPOKEN INTERACTION A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DRIVING LICENCE

Driving Licence: B1

Driving Licence: B

JOB-RELATED SKILLS

Job-related skills

Good team philosophy;

Good punctuality and assiduity;

Ease to adapt;

OTHER SKILLS

Other skills

Sport skills (individual and collective sports) such as football, basketball, table tennis, squash and crossfit;

Hobbyist programmer;

Raspberry Pi user/builder;

Bitcoin and cryptocurrencies enthusiastic;

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

Good communication capabilities;

Ease to communicate ideas and reasoning them;

ORGANISATIONAL SKILLS

Organisational skills

Organizational focus;

Responsibility and integrity when doing tasks;