



Marcos Mendes

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ABOUT ME

Experienced Technical Support Engineer with a demonstrated history of working in the mobile technology industry and working in technical support for over a decade. Skilled in Internet Protocol Suite (TCP/IP), SQL, Unix, Linux, and PHP. Strong engineering professional with a Engineer's degree focused in Electronics, Telecommunications and Computers Engineering from Instituto Politécnico de Lisboa.

WORK EXPERIENCE

Application Support Engineer

Natixis in Portugal [26/10/2020 - Current]

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

City: Porto

Country: Portugal

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;

Senior Service Operations Analyst

Euronext [15/06/2020 – 16/10/2020]

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

City: Porto

Country: Portugal

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.

Technical Support Engineer

Nokia [15/08/2014 – 30/03/2020]

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

City: Lisbon

Country: Portugal

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.

Telecommunications engineer

Alcatel-Lucent Portugal [01/12/2010 – 14/08/2014]

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

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

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

Telecommunications engineering technician

PrimeIT [29/09/2008 – 11/2010]

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

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, n° 1, 1959-007 Lisboa Lisbon (Portugal)

<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 analysis technics;

Understanding of electronics and telecommunications based physics phenomenon's;

High School General degree

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

Address: Lagoa (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 B1 READING B1 WRITING B1

SPOKEN PRODUCTION B1 SPOKEN INTERACTION B1

Spanish

LISTENING A2 READING A2 WRITING A1

SPOKEN PRODUCTION A2 SPOKEN INTERACTION A2

DRIVING LICENCE

Driving Licence: B1

Driving Licence: B

ORGANISATIONAL SKILLS

Organisational skills

Organizational focus;

Responsibility and integrity when doing tasks;

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

Good communication capabilities;

Ease to communicate ideas and reasoning them;

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;