

Manoel de Souza e Silva Neto

Processes, IT and Telecom Services Manager

Personal data

Age: 34 years

Marital Status: Married

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Summary

Executive with 16 years experience in IT and Telecommunications service management in world-class companies. Experienced in the transition of services and coordination of insourcing and outsourcing projects. Leader with excellent communication and people motivation skills. Proven ability in the conception, design and implementation of service management teams and business critical operations for several markets. Negotiation skills developed with the interaction with national and international customers and vendors. Experienced in the preparation for ISO 9001 (Quality Management), ISO 20000 (IT Service Management), ISO 27001 (Information Security) and ISO 22301 (Business Continuity) as well as ITIL and PMBOK frameworks. Leader with experience in multicultural environments, coordination of virtual teams and management of global processes and projects. Native Portuguese speaker, Fluent English, Intermediate level of Spanish and basic French language skills.

Experience

Telecom Monitoring and Performance Manager at Vale S/A

February 2012 until May 2015 (3 years)

Responsible for the implementation and operation of a 24x7 network monitoring center supporting data, voice and video for the company, colligates and partners with more than 61,000 users, 50,000 PCs and 780 critical applications. This project enabled the company to achieve savings of 19 Million USD based on the service operation and vendor management absorption. Responsible for contract management of 20 Million BRL budget. Deployment of cost reduction activities enabling the company to save 2.5 Million USD over 3 years making use of capacity management and infrastructure optimization activities. Responsible for the leadership of 60 resources including full time employees and third parties. Designed methods to optimize the usage of spare parts and hardware support and replacement contracts in order to reduce costs while controlling risks of failure and obsolescence of Brazil's installed base. Implementation of inventory and configuration management processes. Deployment of contingency tests processes, evaluation of best performing and cost efficient links. Responsible for the telecommunications service operations including Incident, Problem, Change and Service Request processes following ITIL V3 framework.

Services Operations Process Manager at Orange Business Services

January 2007 to February 2012 (5 years)

Responsible for team engaged in the documentation and optimization of operational procedures and for the dissemination of good practices following ITIL V3 framework. Responsible for the implementation of Problem Management process in four Major Service Centers (India, Egypt, Mauritius and Brazil). Engaged in the preparation and collection of evidences which enabled the triple certification (ISO9001, ISO/IEC20000 and ISO/IEC27001) of Major Service Centers during 2009, 2010 and 2011. Support in the definition and monitoring of key performance indications and the implementation of improvement initiatives following Lean and Six Sigma concepts. Elaboration and negotiation of operational level agreements and business rules among the different business unities and support teams. Support in the elaboration, business impact analysis of the Major Service Centers, including the evocation of the contingency plan during Arab Spring affecting Egyptian operations in 2011. Responsible for the capture of Business Requirements and definition of functional specification of tools and support systems. Leadership of 6 process and systems specialists based in Egypt, India and United Kingdom. Responsible for the development of synergies between International and French domestic operations, including living in France during 2011.

Customer Services Supervisor at Orange Business Services

November 2004 to January 2007

Responsible for the development of a dedicated customer support team handling international customers (among them, Sabre, Galileo, Amadeus and American Airlines). Support for the service transition from Tulsa/USA to Rio/Brazil, with focus on knowledge mapping, documentation of procedures, training on systems and operational tools specific for North American market. Full project executed in 8 months from opportunity identification to the operation commencement. Responsible for the day-to-day coordination of 36 resources. Responsible towards the customer for the operational support, for the identification and execution of improvement plans and service optimization.

Customer Support Specialist at Orange Business Services

January 2001 to November 2004

Responsible for 2nd and 3rd level support for Brazil and Latin-American customers using X.25, Frame-Relay, ATM, TCP/IP and VoIP technologies. Designated as one of the specialists responsible for the creation and development of knowledge items as part of Knowledge Management initiative. Awarded due proactivity and efforts put in place to achieve continual operational improvements, for the documentation of procedures and knowledge sharing and for the development of a network traffic analysis tool used worldwide.

Backbone Network Operations Specialist at Orange Business Services

August 1998 to January 2001

Responsible for backbone network operation, including the management of network equipment configuration, contingency process activation and network procedure and topology documentation. Responsible for information gathering in order to consolidate operational support in Brazil, working together with all teams in the different points of presence of entire Latin America. Supported the handover preparation for the implementation of Global backbone support center in Tulsa / USA.

Education

Business Management MBA at IBMEC/RJ – 2011

Project Management at UERJ – 2006

Business Administration Degree at UERJ – 2006

Electronics Technician at CEFET/RJ – 1999

Courses and Certifications

Leading Strategic Initiatives – IMD 2014

Contract Management – Vale 2012

Global Leadership Program – Orange 2010

Six Sigma Green Belt – Orange 2008

Process Improvement Techniques – FGV/RJ 2007

ITIL Foundation - EXIM 2006

In my Customer's shoes – Orange 2004

Languages

Native Portuguese speaker, Fluent English, Intermediate level of Spanish and basic French language skills