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| PERSONAL INFORMATION | Afonso Henriques |
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|  | Lisbon, Portugal |
| +351 919191919 |
| hello@sprintcv.com |
| Sex Male | Date of birth 01-01-1985 | Nationality Portuguese |

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| JOB APPLIED FOR | Business Intelligence Analyst |

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| WORK EXPERIENCE |  |
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| 05-2017 - Ongoing | |  | | --- | | Senior BI/Qlikview developer | | Client**:** European Commission - DG BUDG | | Location**:** Brussels, Belgium | | Project Name: Advanced Data Visualization unit | | Project achievements:  Delivery of Budget Monitoring, dashboard used by 52 agencies, 150 users to monitor the live cycle of budget workflow.  Implementation of cross-department project to build the EC Budget Interactive map, collaborating with DG COMM, DIGIT and DG BUDG. | |  | | Project description and main objectives:  DG BUDG recently created dashboarding team, has the mission to study, build and maintain dashboard tools to support the budget, planning and supervision of European Commission.  The dashboard created aim global public, from desk officers and other DGs. | |  | | Activities and responsibilities:  Developer and analyst on Qlikview projects like Budget monitoring, Budget and money flows;  Analyse, design, improve and maintain Qlikview dashboards;  Improve communication between IT and Business for a better alignment;  Improve automation of existent process to support business report's needs;  Present technical solutions;  Build of the approved solution;  Quality control and evaluation of the deliverables;  Project documentation using Confluence and JIRA. | |  | | Roles performed:Developer; Analyst; Team leader; Project Manager; . | |  | | Technologies and frameworks used:Qlik GeoAnalytics; JIRA; Confluence; Oracle; PL/SQL; Desktop Intelligence; Qlikview; | |  | | Methodologies used: RUP; | |  | | Environment configuration: Oracle 11g; MS Office; Business Objects XI 3.1; . | |  | | Business or sector Public Policy | |
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| 09-2016 - 04-2017 | |  | | --- | | Senior BI/Qlikview developer | | Client**:** NPB Bank - CDM | | Location**:** Brussels, Belgium | | Project Name: Central Data Management | | Project achievements:  Implementation of Credit automation process, using Qlik we improved a process that every month was taking 5 FTE to 20 minutes.  Implementation of Claims Monitor dashboard. | |  | | Project description and main objectives:  CDM (Central Data Management) is the team to produce E2E reports and dashboard for the Senior Management at NPB Bank. CDM has the function to combine multiple data sources and provide accurate reports that cover all end to end operations of the bank. CDM being a business team has a very dynamic and agile approach regarding the challenges. | |  | | Activities and responsibilities:  Analyse, design, improve and maintain Qlikview dashboards;  Gather business requirements for new ETL processes, business reports and/or Qlikview dashboards;  Responsible for all reports connected with Cash, Credit, Fatca and Cards sub-domains;  Improve automation of existent processes with Qlikview;  Present technical solutions;  Build of the approved solution;  Quality control and evaluation of the deliverables;  Project documentation; | |  | | Roles performed:Developer; Analyst; . | |  | | Technologies and frameworks used:Oracle; PL/SQL; Qlikview; Desktop Intelligence; | |  | | Methodologies used: Scrum; | |  | | Environment configuration: MS Office; Business Objects XI 3.1; Oracle 11g; . | |  | | Business or sector Banking | |
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| 09-2013 - 08-2016 | |  | | --- | | BI/Qlikview developer | | Client**:** European Comission - DG GROWTH | | Location**:** Brussels, Belgium | | Project Name: Fish Single Market Observatory | | Project achievements:  Implementation of first Qlikview dashboards in the unit.  Represented EC at Fish Single Market user group for data sharing.  Invited speaker at Qlik at EC to show the world fish imports dashboard. | |  | | Project description and main objectives:  FSMO (Fish Single Market Observatory) constitute a powerful reporting and analysis tool gathering relevant data for the monitoring of the Fish market.  It is built as a "data warehouse" system collecting information from different external data providers.  FSMO supports the European Commission to monitor and develop new policies and market analysis. | |  | | Activities and responsibilities:  Team leader for all Qlikview projects;  Analyse, design, improve and maintain ETL processes, business reports and/or Qlikview dashboards;  Improve communication between IT and Business for a better alignment;  Improve automatization of an existent process to support business report's needs;  Present technical solutions;  Build of the approved solution;  Project documentation. | |  | | Roles performed:Developer; Analyst; Tester; Team leader; . | |  | | Technologies and frameworks used:Oracle; PL/SQL; XML; FTP; SFTP; Shell Script; Desktop Intelligence; Business Objects Data Integrator; Business Objects Data Services; Business Objects Universe Builder; Qlikview; | |  | | Methodologies used: RUP; | |  | | Environment configuration: MS Office; Toad; Unix; Oracle 11g; Solaris; Business Objects XI 3.1; Web Intelligence; . | |  | | Business or sector Market Research | |
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| 11-2012 - 08-2013 | |  | | --- | | Project Manager / Revenue Assurance Specialist | | Client**:** Afghan Telecom - Revenue Assurance Unit | | Location**:** Kabul, Afghanistan | | Project Name: Usage Control for Afghan Telecom | | Project achievements:  Responsible for a successful Revenue Assurance project delivery within the deadline and budget, it was the first time in the history of the client that a project was delivered within the deadline and contracted budget. | |  | | Project description and main objectives:  Implementation of a real time data analysis project covering all the network (20 systems) to detect revenue leakage for Afghan Telecom, using Oracle Data Integrator ETL to reconcile all the systems. | |  | | Activities and responsibilities:  Project management tasks;  Gather business requirements;  Present technical solutions;  Build of the approved solution;  Design, implement, integrate, deploy, maintain and tuning of a delivered system (application and Oracle database)  Quality control and evaluation of the deliverables;  Project documentation;  Training the local team. | |  | | Roles performed:Developer; Analyst; Trainer; Project Manager; . | |  | | Technologies and frameworks used:Oracle; PL/SQL; XML; FTP; SFTP; SSH; Shell Script; Awk; Oracle Data Integrator; Microsoft Project; | |  | | Methodologies used: RUP; | |  | | Environment configuration: Toad; Apache Tomcat; SQL Navigator; Unix; Oracle 11g; MS Office; Solaris; . | |  | | Business or sector Telecommunications | |
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| 01-2012 - 10-2012 | |  | | --- | | Team Leader / Revenue Assurance Specialist | | Client**:** Australia Telecom - Revenue Assurance Unit | | Location**:** Sydney, Australia | | Project Name: Usage Control and Platform Integrity | | Project achievements:  Leading and delivering with success two projects phases in Australia Telecom, the project was a great collaborative work between us and the client, resulting in a lot of revenue leakege detection and prevention. | |  | | Project description and main objectives:  Coaching and leading a team to implement a reimplementation of a complete system of revenue assurance leakage, the project included two modules, "usage control" - monitorization of the network and "platform integrity" - making sure that all clients of Australia Telecom were using the right services. | |  | | Activities and responsibilities:  Assist in the project management tasks;  Gather business requirements;  Present technical solutions;  Build of the approved solution;  Design, implement, integrate, deploy, maintain and tuning of the delivered system (application and Oracle database)  Quality control and evaluation of the deliverables;  Project documentation;  Training the local team. | |  | | Roles performed:Developer; Analyst; Trainer; Team leader; . | |  | | Technologies and frameworks used:Oracle; PL/SQL; XML; FTP; SFTP; SSH; Shell Script; Awk; Oracle Data Integrator; Business Objects; Business Objects Universe Builder; | |  | | Methodologies used: RUP; | |  | | Environment configuration: MS Office; Toad; Apache Tomcat; SQL Navigator; Unix; Oracle 11g; Solaris; . | |  | | Business or sector Telecommunications | |
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| 04-2011 - 12-2011 | |  | | --- | | IT Developer / Revenue Assurance Specialist | | Client**:** Indonesia Telecom - Revenue Assurance Unit | | Location**:** Jakarta, Indonesia | | Project Name: Usage Control and Platform Integrity | | Project achievements:  Part of the team that delivered the biggest project ever of Mtech Solutions, 1 billion CDR per day. The project became a case study of usage of Oracle Data Integrator for a so big volume of data. | |  | | Project description and main objectives:  Analyst and Integrator roles for the implementation of the Oracle Data Integrator ETL for detection of revenue leakage in the usage of the network and platform integrity for Indonesia Telecom. | |  | | Activities and responsibilities:  Assist in the project management tasks;  Gather business requirements;  Build of the approved solution;  Design, implement, integrate, deploy, maintain and tuning of the delivered system (application and Oracle database)  Quality control and evaluation of the deliverables;  Project documentation;  Training the local team. | |  | | Roles performed:Developer; Analyst; Trainer; . | |  | | Technologies and frameworks used:Oracle; PL/SQL; XML; FTP; SFTP; SSH; Shell Script; Awk; Oracle Data Integrator; | |  | | Methodologies used: RUP; | |  | | Environment configuration: MS Office; Oracle 10g; Toad; Apache Tomcat; SQL Navigator; Unix; Solaris; . | |  | | Business or sector Telecommunications | |
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| 03-2010 - 03-2011 | |  | | --- | | Business Manager - IT Recruiter | | Client**:** Colibri IT - Sales Unit | | Location**:** Lisbon, Portugal | | Project Name: IT Business Manager | | Project achievements:  Recruitment and selection of numerous new consultants and acquisition of two new accounts. | |  | | Project description and main objectives:  Acquiring new clients in IT business, managing existing clients accounts, recruitment, and selection of new consultants. The major accounts were MTech Solutions and As Seguros. | |  | | Activities and responsibilities:  Headhunting;  Validation of the technical skills;  New clients acquisition;  Manage existent clients. | |  | | Roles performed:IT Recruiter; Manager; Project Manager; . | |  | | Technologies and frameworks used:Oracle; Java; PL/SQL; | |  | | Methodologies used: Scrum; | |  | | Environment configuration: MS Office; . | |  | | Business or sector Outsourcing/Offshoring | |
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| 07-2007 - 02-2010 | |  | | --- | | IT Developer / Revenue Assurance Specialist | | Client**:** Mtech Solutions - Europe Unit | | Location**:** Lisbon, Portugal | | Project Name: Revenue Assurance for many telecom operators | | Project achievements:  Delivery of multiple successful projects across eastern Europe in the revenue assurance. | |  | | Project description and main objectives:  IT Consultant for many Telecom operators in Europe.  Large-scale data integration projects in order to get metrics/statistics of network usage, detect revenue leakages, fraud situations and provide business support, using Oracle Data Integrator ETL software. | |  | | Activities and responsibilities:  Gather systems and business requirements with customer teams.  Provide technical expertise in the telecom domain and high volume data integration and analysis.  Elaborate solution design documentation (functional and technical).  Deployment and configuration of IT solutions. (Java-based running over Unix, Shell scripting, XML, Awk).  Database modeling and data transformation (Oracle 9i - 10g, SQL, PL/SQL, SQL Navigator, TOAD);  Reporting tool deployment and configuration (Proprietary: JSP, Apache, HTML, Javascript and/or Business Objects);  Team leading and project follow-up;  Unit and system testing. End-user support; | |  | | Roles performed:Developer; Analyst; Trainer; Team leader; . | |  | | Technologies and frameworks used:Oracle Data Integrator; Oracle; PL/SQL; Java; XML; Awk; Shell Script; HTML; XSLT; FTP; SFTP; SSH; | |  | | Methodologies used: RUP; Scrum; | |  | | Environment configuration: Oracle 9i; Oracle 10g; Apache Tomcat; Unix; Eclipse; Toad; SQL Navigator; MS Office; . | |  | | Business or sector Telecommunications | |
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| EDUCATION AND TRAINING |  |

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| 09-2006 - 06-2008 | Master degree  Master data management (2 academic years)  University of Lisbon |  |
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| 09-2003 - 06-2006 | Bachelor degree  Computer Science Engeneering (3 academic years)  University of Coimbra |  |
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| 03-2018 | Certification  GDPR Foundation  IBITGQ |  |
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| 01-2018 - 06-2018 | Executive Education  Executive IT Management  IT Business School |  |
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| 01-2016 | Certification  ITIL v3 Foundations  IT School |  |
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| 01-2016 | Certification  Prince2 Foundations  IT School |  |
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| 07-2014 | Certification  Cobit 5 Foundations  IT School |  |
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| PERSONAL SKILLS |  |

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| Mother tongue(s) | Portuguese; | | | | |
| Other language(s) | UNDERSTANDING | | SPEAKING | | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |
| English: | C2 | C2 | C2 | C2 | C2 |
| French: | C1 | C1 | C1 | C1 | C1 |
|  | Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user  [Common European Framework of Reference for Languages](http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr) | | | | |

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| Social skills competences | Good communicator;  Ability to integrate, communicate and work in a team in multicultural and multidisciplinary environments due;  Responsible;  Empathy;  Recognition;  Relationship building;  Polite;  Pragmatic but easy going. |

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| Organisational skills and  competences | Focus oriented;  Prioritization;  Organized;  Responsible;  Timelines driven;  Strong sense of leadership. |

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| Technical skills and  competences | Innovative;  Problem solving skills;  Analytical skills;  Multi tasking;  Quick learner;  Productive;  Used to work efficiently under pressure to meet deadlines. |

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| Computer skills and  competences | |  |  |  |  | | --- | --- | --- | --- | | # | Technology, Framework, Methodology and/or Environment software | Duration | Competence  (rating : 1 -5) | |  | Qlikview | 4.9 year(s) | 5 | |  | Oracle Data Integrator | 5.1 year(s) | 5 | |  | Oracle | 11.1 year(s) | 4 | |  | PL/SQL | 11.1 year(s) | 5 | |  | Business Objects XI 3.1 | 4.9 year(s) | 4 | |  | Oracle 11g | 6.6 year(s) | 4 | |  | Qlik GeoAnalytics | 1.3 year(s) | 3 | |  | Business Objects Data Services | 3.0 year(s) | 4 | |  | Business Objects Data Integrator | 3.0 year(s) | 3 | |  | Scrum | 4.4 year(s) | 4 | |  | Oracle 10g | 3.4 year(s) | 4 | |  | Confluence | 1.3 year(s) | 3 | |  | JIRA | 1.3 year(s) | 3 | |  | RUP | 9.3 year(s) | 5 | |  | Apache Tomcat | 5.1 year(s) | 4 | |  | Web Intelligence | 3.0 year(s) | 4 | |  | Desktop Intelligence | 4.9 year(s) | 4 | |  | Business Objects Universe Builder | 3.8 year(s) | 3 | |  | Business Objects | 0.8 year(s) | 3 | |  | Toad | 8.1 year(s) | 5 | |  | SQL Navigator | 5.1 year(s) | 4 | |  | Microsoft Project | 0.8 year(s) | 4 | |  | Shell Script | 8.1 year(s) | 4 | |  | Unix | 8.1 year(s) | 4 | |  | Solaris | 5.4 year(s) | 4 | |  | Oracle 9i | 2.7 year(s) | 4 | |  | Java | 3.8 year(s) | 3 | |  | Eclipse | 2.7 year(s) | 3 | |  | XML | 8.1 year(s) | 5 | |  | SSH | 5.1 year(s) | 4 | |  | SFTP | 8.1 year(s) | 4 | |  | FTP | 8.1 year(s) | 4 | |  | Awk | 5.1 year(s) | 2 | |  | XSLT | 2.7 year(s) | 3 | |  | HTML | 2.7 year(s) | 3 | |  | MS Office | 11.1 year(s) | 5 |  |  |  |  |  | | --- | --- | --- | --- | | # | Role and/or function | Duration | Competence  (rating : 1 - 5) | |  | Developer | 10.0 year(s) | 5 | |  | Analyst | 10.0 year(s) | 5 | |  | Project Manager | 3.2 year(s) | 4 | |  | Team leader | 7.8 year(s) | 4 | |  | Trainer | 5.1 year(s) | 4 | |  | Tester | 3.0 year(s) | 4 | |  | Manager | 1.1 year(s) | 3 | |  | IT Recruiter | 1.1 year(s) | 3 |  |  |  |  | | --- | --- | --- | | # | Business industry or sector | Duration | |  | Telecommunications | 5.1 year(s) | |  | Market Research | 3.0 year(s) | |  | Public Policy | 1.3 year(s) | |  | Outsourcing/Offshoring | 1.1 year(s) | |  | Banking | 0.7 year(s) | |

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| Hobbies | BTT, sailing, learn new topics, travel. |

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| Driving licence | B |