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| topic_362H.jpg[**www.topic-group.com**](http://www.topic-group.com) | Afonso Henriques |
| *Business Intelligence Analyst* |
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| **Roles**

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| Developer | 10.0 years |
| Analyst | 10.0 years |
| Project Manager | 3.2 years |
| Team leader | 7.8 years |
| Trainer | 5.1 years |

**Industry**

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| Telecommunications | 5.1 years |
| Market Research | 3.0 years |
| Public Policy | 1.3 years |
| Outsourcing/Offshoring | 1.1 years |
| Banking | 0.7 years |

**Technologies**

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| Qlikview | 4.9 years |
| Oracle Data Integrator | 5.1 years |
| Oracle | 11.1 years |
| PL/SQL | 11.1 years |
| Business Objects XI 3.1 | 4.9 years |

**Education**

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| **2008, Master degree** |
| Master data management |
| University of Lisbon |
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| **2006, Bachelor degree** |
| Computer Science Engeneering |
| University of Coimbra |
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**Languages**

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| Portuguese: Native  |
| English: C2  |
| French: C1  |

 | About meAbout me textLatest professional experience

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| **European Commission , DG BUDG,** **Brussels, Belgium** |  |
| *Senior BI/Qlikview developer* | ***05-2017 to Now*** |
| Delivery of Budget Monitoring, dashboard used by 52 agencies, 150 users to monitor the live cycle of budget workflow. |
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| **NPB Bank , CDM,** **Brussels, Belgium** |  |
| *Senior BI/Qlikview developer* | ***09-2016 to 04-2017***  |
| Implementation of Credit automation process, using Qlik we improved a process that every month was taking 5 FTE to 20 minutes. |
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| **European Comission , DG GROWTH,** **Brussels, Belgium** |  |
| *BI/Qlikview developer* | ***09-2013 to 08-2016***  |
| Implementation of first Qlikview dashboards in the unit. |
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| **Afghan Telecom , Revenue Assurance Unit,** **Kabul, Afghanistan** |  |
| *Project Manager / Revenue Assurance Specialist* | ***11-2012 to 08-2013***  |
| 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. |
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| **Australia Telecom , Revenue Assurance Unit,** **Sydney, Australia** |  |
| *Team Leader / Revenue Assurance Specialist* | ***01-2012 to 10-2012***  |
| 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. |
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| [**www.topic-group.com**](http://www.topic-group.com)topic_362H.jpg | Afonso Henriques |
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| Years of experience: 11 years |
| First project: 07-2007 |
| Number of projects: 8 projects |

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| **Background Summary**Qlikview dashboards full implementation lifecycle.Senior in all phases of applications development process including architecture, design, development, test definition, integration and support.Experienced in design, implementation, integration, deployment, maintenance and tuning of databases/datawarehouses4+ years of experience in Team Leading and / or Project Management using RUP methodologies.Combines expert technical/engineering qualifications with outstanding performance in team building, team leadership and project management.Highly skilled at using prior knowledge and experience to quickly grasp and use new client specific software tools and environments, procedures and methods.Experienced in large scale data applications (data warehouse and big data) and reporting tools (Business Objects and others).Strong knowledge of Oracle RDBMS, SQL, PL/SQL, UNIX systems (Solaris, HP UX and Linux), scripting languages.Experienced in working in multi-cultural environments.Good communication and soft skills. |
| **Miscellaneous**

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| **Birthdate:** 01-01-1985 |
| **Hobbies:**BTT, sailing, learn new topics, travel.; |
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| **Professional references on request.** |

 | **Certifications**

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| GDPR Foundation | 03-2018 |
| Executive IT Management | 01-2018 |
| ITIL v3 Foundations | 01-2016 |
| Prince2 Foundations | 01-2016 |
| Cobit 5 Foundations | 07-2014 |

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# PROFESSIONAL EXPERIENCE

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| **Advanced Data Visualization unit** |
| **Job title:** | Senior BI/Qlikview developer |
| **Client (customer) :** | European Commission (DG BUDG) |
| **Client Interface:** | ⋆⋆⋆⋆ |
| **Company (employer):** | BloomIT |
| **Dates (start-end):****Effective number of months achieved:** | 05-2017 - Now 15 month(s) (Full-time) |
| **Project size:** | 8 persons |
| **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**: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. |
| **Employee’s Roles & Responsibilities in the project:**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 methodologies in the project:**Qlik GeoAnalytics; JIRA; Confluence; Oracle; PL/SQL; Oracle 11g; MS Office; Business Objects XI 3.1; Desktop Intelligence; Qlikview; RUP;  |

# PROFESSIONAL EXPERIENCE

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| **Central Data Management** |
| **Job title:** | Senior BI/Qlikview developer |
| **Client (customer) :** | NPB Bank (CDM) |
| **Client Interface:** | ⋆⋆⋆ |
| **Company (employer):** | Cevad Consulting |
| **Dates (start-end):****Effective number of months achieved:** | 09-2016 - 04-2017 8 month(s) (Full-time) |
| **Project size:** | 10 persons |
| **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**: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. |
| **Employee’s Roles & Responsibilities in the project:**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 methodologies in the project:**Oracle; PL/SQL; Scrum; Oracle 11g; MS Office; Business Objects XI 3.1; Desktop Intelligence; Qlikview;  |

# PROFESSIONAL EXPERIENCE

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| **Fish Single Market Observatory** |
| **Job title:** | BI/Qlikview developer |
| **Client (customer) :** | European Comission (DG GROWTH) |
| **Client Interface:** | ⋆⋆⋆ |
| **Company (employer):** | Mtech Solutions |
| **Dates (start-end):****Effective number of months achieved:** | 09-2013 - 08-2016 36 month(s) (Full-time) |
| **Project size:** | 4 persons |
| **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**: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. |
| **Employee’s Roles & Responsibilities in the project:**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 methodologies in the project:**MS Office; Oracle; PL/SQL; XML; RUP; Toad; FTP; SFTP; Shell Script; Unix; Oracle 11g; Solaris; Business Objects XI 3.1; Desktop Intelligence; Business Objects Data Integrator; Business Objects Data Services; Business Objects Universe Builder; Web Intelligence; Qlikview;  |

# PROFESSIONAL EXPERIENCE

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| **Usage Control for Afghan Telecom** |
| **Job title:** | Project Manager / Revenue Assurance Specialist |
| **Client (customer) :** | Afghan Telecom (Revenue Assurance Unit) |
| **Client Interface:** | ⋆⋆⋆⋆⋆ |
| **Company (employer):** | Mtech Solutions |
| **Dates (start-end):****Effective number of months achieved:** | 11-2012 - 08-2013 10 month(s) (Full-time) |
| **Project size:** | 8 persons |
| **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**: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. |
| **Employee’s Roles & Responsibilities in the project:**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 methodologies in the project:**Oracle; PL/SQL; XML; RUP; Toad; FTP; SFTP; SSH; Shell Script; Apache Tomcat; SQL Navigator; Awk; Oracle Data Integrator; Unix; Oracle 11g; MS Office; Solaris; Microsoft Project;  |

# PROFESSIONAL EXPERIENCE

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| **Usage Control and Platform Integrity** |
| **Job title:** | Team Leader / Revenue Assurance Specialist |
| **Client (customer) :** | Australia Telecom (Revenue Assurance Unit) |
| **Client Interface:** | ⋆⋆⋆⋆⋆ |
| **Company (employer):** | Mtech Solutions |
| **Dates (start-end):****Effective number of months achieved:** | 01-2012 - 10-2012 10 month(s) (Full-time) |
| **Project size:** | 10 persons |
| **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**: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. |
| **Employee’s Roles & Responsibilities in the project:**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 methodologies in the project:**MS Office; Oracle; PL/SQL; XML; RUP; Toad; FTP; SFTP; SSH; Shell Script; Apache Tomcat; SQL Navigator; Awk; Oracle Data Integrator; Unix; Oracle 11g; Business Objects; Business Objects Universe Builder; Solaris;  |

# PROFESSIONAL EXPERIENCE

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| **Usage Control and Platform Integrity** |
| **Job title:** | IT Developer / Revenue Assurance Specialist |
| **Client (customer) :** | Indonesia Telecom (Revenue Assurance Unit) |
| **Client Interface:** | ⋆⋆⋆⋆ |
| **Company (employer):** | Mtech Solutions |
| **Dates (start-end):****Effective number of months achieved:** | 04-2011 - 12-2011 9 month(s) (Full-time) |
| **Project size:** | 3 persons |
| **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**: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. |
| **Employee’s Roles & Responsibilities in the project:**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 methodologies in the project:**MS Office; Oracle; PL/SQL; XML; Oracle 10g; RUP; Toad; FTP; SFTP; SSH; Shell Script; Apache Tomcat; SQL Navigator; Awk; Oracle Data Integrator; Unix; Solaris;  |

# PROFESSIONAL EXPERIENCE

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| **IT Business Manager** |
| **Job title:** | Business Manager - IT Recruiter |
| **Client (customer) :** | Colibri IT (Sales Unit) |
| **Client Interface:** | ⋆⋆⋆⋆⋆ |
| **Company (employer):** | Colibri IT |
| **Dates (start-end):****Effective number of months achieved:** | 03-2010 - 03-2011 13 month(s) (Full-time) |
| **Project size:** | 4 persons |
| **Project achievements:**Recruitment and selection of numerous new consultants and acquisition of two new accounts. |
| **Project description**: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. |
| **Employee’s Roles & Responsibilities in the project:**Headhunting;Validation of the technical skills;New clients acquisition;Manage existent clients.**Roles performed:** IT Recruiter; Manager; Project Manager;  |
| **Technologies and methodologies in the project:**Oracle; PL/SQL; Java; Scrum; MS Office;  |

# PROFESSIONAL EXPERIENCE

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| **Revenue Assurance for many telecom operators** |
| **Job title:** | IT Developer / Revenue Assurance Specialist |
| **Client (customer) :** | Mtech Solutions (Europe Unit) |
| **Client Interface:** | ⋆⋆⋆⋆ |
| **Company (employer):** | Colibri IT |
| **Dates (start-end):****Effective number of months achieved:** | 07-2007 - 02-2010 32 month(s) (Full-time) |
| **Project size:** | 8 persons |
| **Project achievements:**Delivery of multiple successful projects across eastern Europe in the revenue assurance. |
| **Project description**: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. |
| **Employee’s Roles & Responsibilities in the project:**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 methodologies in the project:**Oracle Data Integrator; Oracle; Oracle 9i; Oracle 10g; PL/SQL; Apache Tomcat; Unix; Java; Eclipse; XML; Toad; SQL Navigator; Awk; Shell Script; HTML; XSLT; FTP; SFTP; SSH; RUP; Scrum; MS Office;  |