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## CAREER AIM:

I am currently a Postdoctoral Researcher in Dublin City University (DCU), pursuing a career in teaching. I received a PhD in Electronic Engineering from DCU, and my research focuses on computer networks, AI/ML, IoT and VR. I am an experienced IT professional focused on Business Analysis, Process Engineering and Software Development. I also have experience with Java development for companies like Ericsson/Dublin City University and IBM, with additional four years' experience in technical training and consulting, modelling and implementing new processes and systems for telecom.

### Skills profile:

Strong teamwork, inter-personal communication and adaptability skills developed through my experience with consulting. Developed solid research during my PhD and postdoctoral research with multiple top conference and journal papers.

## EDUCATION:

### Dublin City University (Dublin, Ireland)

PhD in Electronic Engineering

Thesis title: Mobility-enabled Networking Scheme for Rich Media Internet of Things Platforms

 Other Achievements: Tutoring and demonstration in 3 modules, 2 faculty best poster awards, co-supervised 5 students (final year and masters), one best conference paper award.

### National College of Ireland (Dublin, Ireland)

BSc (Hons 1.1) Business Information Systems - 4th (final) year

 Key project: Self Service Web Application for fast-food chains. Use of Java, JSF, MySQL, Glassfish and Bootstrap for desktop and mobile optimised pages (Final year project).

### Mackenzie Presbyterian University (São Paulo, Brazil)

BSc (Hons 1.1) Business Information Systems – 1st to 4th (final) year

Key project: Developed an extensive research on Big Data (Final year project).

# WORK EXPERIENCE:

### Postdoctoral Researcher, Dublin City University, Dublin

dcu.ie

- Position with the Performance Engineering Laboratory and the Insight Centre, School of Electronic Engineering, DCU.
- Working on the SFI-funded FRADIS project (FRAmework for Differentiated Innovative Services in 5G networks), developing novel application and transport layer solutions for multipath content delivery and Horizon Europe HEAT-XR, developing multi-sensory applications for XR pilots.
- Worked on the EU H2020-funded project TRACTION, which focuses on innovative technologies for Opera co-creation. Responsible for developing face recognition tools in Python, algorithms and web technologies to enable real-time communications in a rich-media environment supporting adaptive video, virtual reality and 360° content.
- Delivered lectures for the EE452 Wireless and Mobile Communications module, and created assignments. I have also
  prepared assignments and materials for the EM108 Software Development for Engineers and EE500 Network
  Performance modules.

# Associate Faculty - Part-time Lecturer, National College of Ireland, Dublin ncirl.ie

- Teaching position with the School of Computing.
- Responsible for teaching and developing materials for the courses H7EDT (Emerging Digital Technologies), H7SFD (Security Fundamentals and Development), H8IOTFDEV (IoT Fundamentals and Development), H9PRAC (Practicum -Research Methodology) and H9FAI (Foundations of Artificial Intelligence) for the MSc in Artificial Intelligence and BSc in Computing.
- MSc final projects supervision: MSc in Data Analytics and MSc in Artificial Intelligence.

### Java Developer, IBM, São Paulo

ibm.com

- Responsible for developing and improving insurance tools for IBM, including Business Requirements Assessments.
- Development and application support: Java Core, JSP, Hibernate and Oracle PL/SQL.
- Use of SVN and Collabnet TeamForge for versioning and incidents control, integrated to Eclipse and use of SOAP.
   Performance tests done through Apache JMeter.

# Technical Order Management Specialist LATAM, Arkadin NTT Data, São Paulo arkadin.com

 Responsible for completing technical orders for Arkadin Latin America, creation of Arkadin Audio and Web Conferences, Cisco WebEx environments, Adobe Connect training rooms, Vidyo HD video conferences, resolution of problems and requests in the tools, and customisation and branding for the user accounts.

Jan. 2020 - Present

Jan. 2016 – Dec. 2019

Sep. 2013 - May 2014

Feb. 2010 - Dec. 2014

Jan. 2015 - Oct. 2015

Sep. 2022 - Present

Oct. 2014 - Jan. 2015

# May. 2014 - Aug. 2014

Oct. 2015 - Jan. 2016 / Oct. 2012 - Sep. 2013

# Java Developer, Dublin City University, Dublin dcu.ie

- Java Developer in the E-Stream Project Innovative Performance Management System for Heterogeneous Networks. Website: www.estream-project.com. 4-month contract.
- E-Stream is a DCU / Ericsson research and development project funded by Enterprise Ireland.
- Responsible for finishing the development of the Episodes Discovery module and for the creation of the Episode Classification Module, which classifies episodes found in the network stream into patterns.

# Business Analyst, Wittel Telecommunications, São Paulo wittel.com

- Application of Business Process Models, and consulting in Cisco, Convergys, Verint V11 and NICE Systems (Cybertech, NICE Interaction Management/Engage, NICE Express, Interaction Analytics and NICE Real Time Impact) solutions.
- Responsible for consulting solutions on Quality Monitoring of recorded contact centres and trading floor environments and Process Automation through Interactive Voice Response Systems.
- Leading meetings with customers, presentations and Business Assessments.
- Worked a second time in Wittel in some consulting projects (NICE and Verint QM) from Oct. 2015 until Jan. 2016.

# Technical Training Analyst, Wittel Telecommunications, São Paulo wittel.com

 Responsible for customised training sessions on NICE Recording and Quality Monitoring (Cybertech, Perform 3.x, Interaction Management 4.1, NICE Express); Cisco Unified Communications Solutions (UCCE, UCCX, ICM, Call Manager, and CVP); and Java-based Interactive Voice Response applications development (Convergys and Cisco). Customers such as HSBC, Merrill Lynch, Standard Chartered, Itaú Bank, Bradesco Bank;

### Retail Financial Services, C&A, São Paulo

c-and-a.com

Responsible for solving customers' requests on store, regarding C&A loyalty cards, dental and life insurances.

#### Computing and English Instructor, Easycomp School, São Paulo easycomp.com.br

• Computing and English Instructor. Taught courses such as Microsoft Office Suite, Photoshop, CorelDraw and HTML.

# **TECHNOLOGY SUMMARY:**

- Languages: Python, Java, JSF, JSP, C++ Databases: MySQL, SQL Server, Oracle Processes: BPMN, UML
- Technologies: NS-3, Unity, Meta Quest, Raspberry Pi, Arduino, Cisco Unified Contact Center Enterprise/Express, Convergys Interaction Composer, NICE Recording and NICE Interaction Analytics
   Web Development & Multimedia: JavaScript, HTML, Bootstrap, CSS

## ADDITIONAL COURSES:

- ITIL v3 Course Mackenzie Presbyterian University, 2012
- NICE Real Time Impact and Interaction Analytics Consulting NICE Systems, 2012
- Cisco IT Essentials Course 70 hours, Cisco Network Academy, São Paulo, 2011
- Microsoft SQL Server 2008 64 hours. BF School, São Paulo, 2011

# LANGUAGES:

English – Fluent (IELTS 7.5, 2013) Italian – Intermediate Spanish – Intermediate Portuguese – Native speaker

## **OTHER ACHIEVEMENTS:**

H-Index (Scopus): 8 Conference papers published: 19 Journal papers Published: 7

### Supervision of undergraduate and postgraduate students:

- 3 BSc final year students (all works eventually published in conferences and journals). 2 ongoing.
- 14 MSc final year students, out of which 9 got published in conferences and journals. 3 MSc and 1 PhD ongoing.

### Awards:

- DCU's Faculty of Engineering and Computing Faculty Research Day, 2018 and 2019 Best Poster
- IEEE International Conference on Sensing and Instrumentation in IoT Era (ISSI), 2019 Best Paper

Funding as PI:

- DCU's Quality and Institutional Insights Office Quality Improvement and Development Fund. Project "Understanding and comparing the benefits of Gemini AI and ChatGPT for Python Learning". (€2,800) Feb. 2014, DCU
- Irish Research Council Scholarship Enterprise Partnership Scheme. 4 year Ph.D. funding in Dublin City University, School of Electronic Engineering. (€96,000) Jan. 2016 - Dec. 2019, Irish Research Council.
- Science Without Borders Scholarship Awarded a scholarship for the fourth year in a BSc. in the National College of Ireland, funded by the Brazilian federal government. (€27,600) Aug. 2013 Sep. 2014, CAPES Brazil.

May. 2010 - Oct. 2012

Jul. 2008 - Jul. 2009

Abr. 2007 - Jul. 2008