

ANDERSON AUGUSTO SIMISCUKA

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CAREER AIM:

Electronic Engineering PhD researcher at Dublin City University focused on Networks / Internet of Things. Experienced IT professional focused on Business Analysis, Process Engineering and Software Development. More than a year experience with Java development for companies like Ericsson/Dublin City University and IBM. Four years' experience in technical training and consulting, modelling and implementing new processes and systems mainly on contact centre environments, using tools such as Cisco Unified Communications, QM Nice Recording and Convergys solutions.

Skills profile:

Strong teamwork, inter-personal communication and adaptability skills developed through my experience with consulting and training. Interest in learning new technologies and methodologies.

EDUCATION:

Dublin City University (Dublin, Ireland)

Jan. 2016 – To date

PhD Candidate in Electronic Engineering - 3rd year

Member of the Performance Engineering Laboratory. Research focus: Networks performance / Internet of Things.

▪ Papers published:

- A Study of Learning Experience with a DASH-Based Multimedia Delivery System
Jul 2018, International Conference on Education and New Learning Technologies (EDULEARN)
- Age of Information as a QoS Metric in a Relay-Based IoT Mobility Solution
Jun 2018, IEEE International Wireless Communications and Mobile Computing Conference (IWCMC)
- Synchronisation between Real and Virtual-World Devices in a VR-IoT Environment
Jun 2018, IEEE International Symposium on Broadband Multimedia Systems and Broadcasting (BMSB)
- A Relay and Mobility Scheme for QoS Improvement in IoT Communications
May 2018, IEEE International Conference on Communications (ICC)
- Performance Analysis of the Quality of Service-aware Networking Scheme for Smart Internet of Things Gateways
Jun 2017, IEEE International Wireless Communications and Mobile Computing Conference (IWCMC)
- A Networking Scheme for an Internet of Things Integration Platform
May 2017, IEEE International Conference on Communications (ICC)

National College of Ireland (Dublin, Ireland)

Sep. 2013 - May 2014

BSc (Hons 2.1) Business Information Systems - 4th year

Modules: Change Management, Business and Network Security, Business Data Analysis, Applied Artificial Intelligence, Business Process Engineering, Strategy Management and Software Project

▪ Key project:

Self Service Web Application for restaurants like Subway. Use of Java, JSF, MySQL, Glassfish and Bootstrap for desktop and mobile optimised pages (Final year project).

Mackenzie Presbyterian University (São Paulo, Brazil)

Feb. 2010 - Dec. 2014

BSc (Hons 1.1) Business Information Systems – 1st-4th years

▪ Key project:

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

St. George International College (Toronto, Canada), English as a Second Language - Advanced Level

2012

Professor Basilides de Godoy, Technical School (São Paulo, Brazil), Computer Technician

2009

Professor José Jorge, Secondary School (São Paulo, Brazil), Leaving Certificate

2009

WORK EXPERIENCE:

Java Developer, IBM, São Paulo

Jan. 2015 - Oct. 2015

ibm.com

- Responsible for developing and improving insurance tools for IBM.
- 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.
- Functional knowledge in Insurance and execution of Business Requirements Assessment for processes and functionalities improvement.

Technical Order Management Specialist LATAM, Arkadin, São Paulo

Oct. 2014 - Jan. 2015

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.

Java Developer, Dublin City University, Dublin
dcu.ie

May. 2014 - Aug. 2014

- 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

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

- 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

May. 2010 - Oct. 2012

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

Retail Financial Services, C&A, São Paulo
c-and-a.com

Jul. 2008 - Jul. 2009

- Responsible for solving customers' requests on store, regarding C&A loyalty cards.
- Sold Dental and Life Insurances to customers who owned C&A cards.

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

Abr. 2007 - Jul. 2008

- Computing and English Instructor for students of all ages. Computing courses like Microsoft Office, Photoshop, CorelDraw, HTML, etc.

TECHNOLOGY SUMMARY:

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

ADDITIONAL COURSES:

- **ITIL v3 Course** – Mackenzie Presbyterian University, 2012
- **NICE Real Time Impact** – NICE Systems Brazil, 2012
- **NICE Interaction Analytics Consulting** – NICE Systems Brazil, 2012
- **Cisco IT Essentials Course** – 70 hours, Cisco Network Academy. Introduction to Networks and Hardware. Bradesco Bank Foundation, São Paulo, 2011
- **Microsoft SQL Server 2008** – 64 hours. BF Biz School, São Paulo, 2011
- **NICE IEX WFM TotalView** – DLima, São Paulo, 2010

LANGUAGES:

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

ACHIEVEMENTS:

- **Irish Research Council Scholarship** – Enterprise Partnership Scheme. 4 year Ph.D. funding in Dublin City University, School of Electronic Engineering. Jan. 2016 - Dec. 2019, Irish Research Council.
- **Science Without Borders Scholarship** – Awarded a scholarship for the fourth year in a BSc. in Business Information Systems in the National College of Ireland, participating in Science without Borders, a large scale nationwide scholarship programme primarily funded by the Brazilian federal government. Aug. 2013 - Sep. 2014, CAPES Brazil.

REFEREES AVAILABLE UPON REQUEST