



RUI DUARTE

IT EXPERT

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ABOUT ME

A versatile, analytical and hardworking ICT consultant with a practical approach to "getting things done" who always perseveres to achieve the best results. If a situation demands a new skill, I easily adapt and learn.

TOP TECHNOLOGIES

MS Office	●●●●●
Microsoft VBA	●●●●●
HTML	●●●●●
SharePoint Designer 2013	●●●●●
SAP	●●●●●
PC Hardware	●●●●●
MS SQL Server	●●●○○
360 virtual tour	●●●○○
WordPress CMS	●●●○○
.NET C#	●●○○○
Portuguese	●●●●●
English	●●●●●
French	●●●○○
Spanish	●○○○○
Italian	●○○○○

EDUCATION

1991 | High School
12th year, Chemistry
Escola Secundária Dom Pedro V

CERTIFICATIONS

2020 | EF SET English Certificate 78/100 (C2 Proficient)
2018 | Training of Trainers - SMEs and Consumer Rights
2008 | CCP - Certificate of Pedagogical Competencies

WORK EXPERIENCE

08/2020 - Present | IT Expert

Unisys / eu-LISA - Planned Reality OÜ, Estonia

I was able to upgrade the communication and collaboration methods, reducing administrative burden and increasing efficiency.

MS Office; Microsoft VBA; HTML; SharePoint Designer 2013; Camtasia; Totara;

04/2020 - 07/2020 | IT Expert

Avanade/Accenture + CACEIS Bank - Ausy Portugal, Portugal

Be part of a team of 3 programmers who managed to learn the operation of over 40 MS Access applications in daily 6-hour sessions via videoconference for 2 months.

MS Office; Microsoft VBA; SharePoint Designer 2013; MS SQL Server; .NET C#; MS Teams; CISCO Webex; Oracle; Bash; PowerShell;

09/2017 - 07/2020 | IT Expert

Freelancer, Portugal

I have developed the partnerships and client portfolio necessary to establish a professional activity as a freelance ICT consultant.

MS Office; Microsoft VBA; HTML; PC Hardware; 360 virtual tour; WordPress CMS;

08/2016 - 08/2017 | IT Expert

MEO - Serviços de Comunicações e Multimédia, S.A., Portugal

Responsible for various enhancements and optimisation of client sales reports.

MS Office; Microsoft VBA; SharePoint Designer 2013; MS SQL Server; .NET C#;

10/2015 - 08/2016 | IT Expert

MEO - Serviços de Comunicações e Multimédia, S.A., Portugal

Member of a team of 3 who were responsible for all the planning (business requirements analysis and specification, training, etc.) of replacing various other tools (backlog, issue tracker, etc.) with JIRA.

MS Office; Microsoft VBA; HTML; SharePoint Designer 2013; MS SQL Server; Jira; Harvest;

06/1990 - 09/2015 | IT Expert

MEO - Serviços de Comunicações e Multimédia, S.A., Portugal

Over 25 years, I was able to evolve professionally from administrative assistant to senior IT consultant.

MS Office; Microsoft VBA; HTML; SharePoint Designer 2013; MS SQL Server;

10/2000 - 12/2008 | IT Expert

Inforworld - Informática e Serviços, Lda., Portugal

Responsible for the successful support of both hardware and software to InforWorld's customers.

MS Office; Microsoft VBA; HTML; PC Hardware;

RUI DUARTE

IT EXPERT

Years of Experience: 30 years

First Experience: 06-1990

IT expert for more than 30 years!

27 years at MEO / Portugal Telecom Group (software trainer, general support, SharePoint site management using workflows, legal software administration and specification, databases, etc.). Also co-owner of a small company called InforWorld, between 2000 and 2008, together with a friend, assembling hardware and providing software and hardware support.

Currently I collaborate with the LNDS team at eu-LISA as a contract Webmaster.

I have a good knowledge of programming languages since my teenage years. Although I am not a full-time programmer, developing code is another tool I use whenever necessary.

TECHNOLOGIES



MS Office (30.8 years)



MS Teams (0.2 years)



Microsoft VBA (30.8 years)



Jira (0.8 years)



HTML (29.7 years)



Harvest (0.8 years)



SharePoint Designer 2013 (25.3 years)



Camtasia (0.8 years)



SAP (22.5 years)



Totara (0.8 years)



PC Hardware (5.4 years)



CISCO Webex (0.2 years)



MS SQL Server (2.1 years)



Oracle (0.2 years)



360 virtual tour (2.8 years)



Bash (0.2 years)



WordPress CMS (2.8 years)



PowerShell (0.2 years)



.NET C# (1.2 years)

ROLES



IT Expert (30.8 years)



CEO (9 years)



Developer (25.3 years)



Photographer (2.8 years)



Trainer (22.5 years)



Jira Administrator (0.8 years)



SharePoint Administrator (22.5 years)

INDUSTRY

Telecommunications (24.5 years)

Information Technology and Services (6.3 years)

Banking (0.2 years)

WORK EXPERIENCE

Date: 03/08/2020 - Present
Job Title: IT Expert
Location: Tallinn - Estonia
Company (employer): Planned Reality OÜ
Client (customer): Unisys / eu-LISA
Industry: Information Technology and Services
Roles: IT Expert; Developer; CEO;
Achievements: I was able to upgrade the communication and collaboration methods, reducing administrative burden and increasing efficiency.
Description: Working for eu-LISA is more than just a job, it's a mission, to help all Europeans feel safer! Hired as an intramuros for eu-LISA through a contract between Unisys and my own company, Planned Reality, my main job is to be the IT within the Learning and Development Sector of the HR Unit.
Responsibilities:

- Managing and developing LNDS/HRU SharePoint 2013 websites (creating lists, document libraries and respective automations with workflows), such as:
 - > Collection of staff members' reclassification and performance figures from managers.
 - > Service request for external training.
 - > Creating and maintaining a monthly internal newsletter using SharePoint lists and email automation with MS Access VBA.
 - > Design of the onboarding and departure procedures using Tasks and Workflows.
- Managing current LMS system (Totara v11.9, on-premises): User's management, job assignments, uploading contents, reporting, etc.
- Recording webinars / trainings with Camtasia and further editing them.
- Liaising with external suppliers and internal security teams to support current Totara + preparing the migration to an externally hosted version of Totara.
- Working with some internally used applications (ARES tool from European Commission, Planview Projectplace + Timesheet).
- Attending / creating meetings using Cisco Jabber + Conference, MS Teams and Samba Live.
- Tutoring colleagues on some of the above-mentioned tools.

Technologies: MS Office; Microsoft VBA; HTML; SharePoint Designer 2013; Camtasia; Totara;

Date: 01/04/2020 - 31/07/2020
Job Title: IT Expert
Location: Lisboa – Portugal
Company (employer): Ausy Portugal
Client (customer): Avanade/Accenture + CACEIS Bank
Industry: Banking
Roles: IT Expert; Developer;
Achievements: Be part of a team of 3 programmers who managed to learn the operation of over 40 MS Access applications in daily 6-hour sessions via videoconference for 2 months.
Description: The newly created MS Access support team in Accenture Lisbon replaced the team from India and helped the German bank to handle all its daily tasks: Reconcile financial transactions, create multiple reports, import and export files, etc..
Responsibilities:

- Analyse, develop, enhance and maintain MS Access, SQL Server and Oracle databases applications.
- Improve communication between IT and the bank for better alignment.
- Improve automation of existing processes to support business reporting needs.
- Present and build technical solutions.

Technologies: MS Office; Microsoft VBA; SharePoint Designer 2013; MS SQL Server; .NET C#; MS Teams; CISCO Webex; Oracle; Bash; PowerShell;

Date: 01/09/2017 - 31/07/2020
Job Title: IT Expert
Location: Lisbon Area - Portugal
Company (employer): Freelancer
Client (customer): Several
Industry: Information Technology and Services
Roles: IT Expert;Photographer;
Achievements: I have developed the partnerships and client portfolio necessary to establish a professional activity as a freelance ICT consultant.
Description: Creation of virtual tours for interior spaces and general technological consultancy, including website development.
Responsibilities: - Creation of 360 views and 3D virtual tours using Matterport technology for interior spaces.
- Installation and configuration of home automation devices.
- General technological consultancy (IT support, development and optimisation of websites, social networks, etc.).
- I have also participated in several initiatives supported by the EC ([Consumer Law Ready](#) and the [Single Market Forum](#)) as a certified trainer.
Technologies: MS Office; Microsoft VBA; HTML; PC Hardware; 360 virtual tour; WordPress CMS;

Date: 01/08/2016 - 31/08/2017
Job Title: IT Expert
Location: Lisbon – Portugal
Company (employer): MEO - Serviços de Comunicações e Multimédia, S.A.
Industry: Telecommunications
Roles: IT Expert;Developer;
Achievements: Responsible for various enhancements and optimisation of client sales reports.
Description: Member of the sales department support team - support to over 150 MEO external agents.
Responsibilities: Development, verification and control of sales reports for shops and agents, using all MS SQL Server tools (SSAS, SSIS and SSRS), and [NPOI](#) (.NET port of Apache POI) for manipulation of Excel files, using scripts in SQL, VBA, C# and Powershell.
Technologies: MS Office; Microsoft VBA; SharePoint Designer 2013; MS SQL Server; .NET C#;

Date: 01/10/2015 - 31/08/2016
Job Title: IT Expert
Location: Lisbon – Portugal
Company (employer): MEO - Serviços de Comunicações e Multimédia, S.A.
Industry: Telecommunications
Roles: IT Expert;Developer;Jira Administrator;
Achievements: Member of a team of 3 who were responsible for all the planning (business requirements analysis and specification, training, etc.) of replacing various other tools (backlog, issue tracker, etc.) with JIRA.
Description: Supporting the Health Plan management application and website.
Responsibilities: - Member of the team that organised and planned the implementation of the Oneway (JIRA) project on MEO (which was cancelled 2 weeks before production started, by management decision).
- Member of the support team for the operation of PT ACS, namely in the GPS (Health Plan Management) application, using SQL Server and Harvest, and also in the management and maintenance of the contents of the HTML Institutional Portal.

Technologies: MS Office; Microsoft VBA; HTML; SharePoint Designer 2013; MS SQL Server; Jira; Harvest;

Date: 01/06/1990 - 30/09/2015
Job Title: IT Expert
Location: Lisbon – Portugal
Company (employer): MEO - Serviços de Comunicações e Multimédia, S.A.
Industry: Telecommunications
Roles: IT Expert; Developer; Trainer; SharePoint Administrator;
Achievements: Over 25 years, I was able to evolve professionally from administrative assistant to senior IT consultant.
Description: Support all the technology needs of the Legal Department, including interactions with other departments.
Responsibilities: - IT and technological support to the entire Legal Department, including training and clarification of doubts.
- Analysis, specification of requirements and administration of applications for computerisation of legal processes, namely:
> Jurimind (application that manages all the processes of the Department).
> SGPT (an application created to handle legal claims made to telecom operators under Law 32/2008, known as Data Retention).
> ILC (Legal Interception of Calls).
- Specification and creation of applications in MS Access for process management
- Support to internal audits, including compliance with SOX.
- Preparation of the Department's budget in SAP.
- Member of the support team for the General Shareholders' Meetings of the holding company PT SGPS.
- I have given several internal training courses, totalling more than 700 hours: Word, Excel, Powerpoint, Access, Outlook, Internet, as well as some internal applications of the PT Group (Jurimind, PTdocnet).
- Creation, administration and management of websites in SharePoint, including the design of workflows with SharePoint Designer.
Technologies: MS Office; Microsoft VBA; HTML; SharePoint Designer 2013; SAP;

Date: 01/10/2000 - 31/12/2008
Job Title: IT Expert
Location: Lisbon – Portugal
Company (employer): Inforworld - Informática e Serviços, Lda.
Client (customer): Several
Industry: Information Technology and Services
Roles: IT Expert; CEO;
Achievements: Responsible for the successful support of both computer hardware and software to InforWorld's customers.
Description: Managing partner of Inforworld with a friend (50% each), where we performed all the necessary functions to satisfy our clients' requests, both in terms of computer hardware and software.
Responsibilities: ICT consultant, hardware technician (configuring and installing stand-alone computers or servers, designing network architectures, installing printers, repairing equipment) and software technician (configuring applications, developing databases, etc.).
Technologies: MS Office; Microsoft VBA; HTML; PC Hardware;

OTHER RELEVANT INFORMATION

Nationality: Portuguese

Age: 50 years old

Driving license: No

Social Skills: Good verbal and written communication skills, both in Portuguese and English and average in French.

Ability to integrate, communicate and work in multicultural and multidisciplinary teams.

Strong sense of justice, honesty and responsibility as main drivers.

Organisational skills: Focus oriented.

Strong sense of delivering the correct results on time.

Good handling of high-stress levels.

Technical Skills: Great problem solving and analytical skills.

Easily multitasks.

Fast learner and self-taught.

I adapt easily to new situations.

Hobbies: Reading, travelling, watching cinema, theatre and dance, listening to music, learning about new technologies, photography, computers, socialising with friends and family.