

Curriculum Vitae

Name: **Carlos H. Oliveira** Mobile: (+ 61) 450 441 502
 Location: Melbourne Nationality: (Work Visa Sub-Class 457) Brazilian
 Notice: 4 weeks notice LinkedIn: [carlosoliveirapro](https://www.linkedin.com/in/carlosoliveirapro)
 Email: contact@carlosholiveira.com Portfolio <http://www.carlosholiveira.com/>

MBA (System Information) | MBA (Software Management) | BSc (Computer Science)

Lead Back-end Developer | MIS Expert | Systems Analyst

PHP 5, Symfony2 Framework, JQuery, HTML/5, JavaScript, MySQL

	<i>Years of experience</i>	<i>Self-Rating</i>		<i>Years of experience</i>	<i>Self-Rating</i>
Back-end Development			Front-end Development		
PHP 5+	6	★★★★★	JavaScript / Ajax	5	★★★★★
Zend Framework 1&2	2	★★★★	HTML / HTML 5	8	★★★★★
Symfony2 Framework	1	★★★★	CSS / CSS 3.0	5	★★★★★
PHPWord/Excel, DOMPDF	3	★★★★	JQuery / Bootstrap	3	★★★★
Drupal 6 & 7	5	★★★	XML / JSON	3	★★★★★
WordPress	2	★★★	Highcharts.js	3	★★★★
Database Management			IT Infrastructure		
MySQL Server / Doctrine ORM	6	★★★★★	Windows Server	8	★★★★★
MSSQL Server	5	★★★★★	Linux Server	5	★★★★★
Oracle	2	★★★★	Apache Server	5	★★★★★
			Active Directory/LDAP	3	★★★
Methodologies/Frameworks			Domain Controller	3	★★★★
ITIL V3 / COBIT	6	★★★★	DHCP/VPN/Proxy/Firewall	5	★★★★★
PMP/PMBOK	5	★★★★	VMware	5	★★★★
Scrum	2	★★★★			

Back-end Development

- Eight years’ experience as Lead/Senior Web Developer on complex multinational software development projects worth up to \$11m with 48 resources.
- Four years in development aid projects as an MIS Systems Expert (SME).
- Full SDLC experience including Software/Infrastructure Needs Assessment, Design Specifications (RFP, SOW, BR, SR), Design, Development, Testing, Implementation, Support and Evaluation.

Team Lead / Systems Analyst

- Managed teams of 10 in-house developers, 15 offshore resources, and 30 in technical support.
- Eight years in Systems Analysis using BPMN, Business Process Modelling and UML Tools.
- Multinational stakeholder management of European Union (EU), IrishAid, AusAid and NZAid Head of Missions, Regional Directors, Government Ministers and Senior Project Managers.
- Experience in the telecommunications, banking, education, health, NGO and government sectors.

Professional Work History

Senior PHP-Symfony Developer / Software Engineer

May 2015 – Present (Permanent)

Trout Creative, Melbourne, VIC, Australia

Reporting to Project Manager, supervising and working with 8 Backend/Frontend developers for the exclusive/innovative and first Enterprise software development project conducted by the company.

Full SDLC-Web Development

- Lead Web Developer to build an API in PHP 5.6 and Symfony2.
- Work close with the Frontend development using BackboneJS and ReactJs.
- Development of APIs integrating Website and Web Systems with Mobile Apps.

Software Engineer / Systems Analysis

- Implementation and support of Symfony Architecture, modules and Bundles.
- Design and Implementation of software engineering and development best practices over the entire SDLC.
- Coordinated and support analysis and gathered requirements and business processes, converting it to systems architecture and features for the main project on the company.

Lead Web Developer / Senior PHP Developer / Software Engineer

Jan 2015 – May 2015 (Permanent)

Dando Digital Agency, Melbourne, VIC, Australia

Reporting to Dando's Director, supervised 5 developers locally and 10 (outsourced) programmers in different countries and time zones (East Timor, India, Brazil and USA).

Full SDLC-Web Development

- Lead Web Developer on projects using PHP 5.5, ElasticSearch, JSON, XML, HTML, HTML5, CSS, CSS3, JQuery, JavaScript, Ajax, WordPress, Magento and RestFul Web Services.
- Coordinated the Front-end development.
- Development of APIs integrating Website and Web Systems with Mobile Apps.
- Developed a Mobile App for IOS and Android with PhoneGap.
- Developed, maintenances and extensions in a Home made PHP Framework.

Software Engineer / Systems Analysis

- Managed simultaneous projects of software engineering and development over the entire SDLC.
- Coordinated analysis and gathered requirements and business processes, converting it to systems architecture and features for different projects.

Lead Web Developer / Management Information Systems Expert (MIS SME)

Sept 2009 – Dec 2014 (Permanent)

United Nations - International Labour Organization (ILO), Dili, East Timor

Reporting to the ILO Country Director in Jakarta and the ILO Head of Mission in East Timor, supervised 10 multicultural staff locally and 12 programmers in different countries and time zones (East Timor, Indonesia, India, Brazil and USA).

Full SDLC-Web Development

- Lead Web Developer on projects worth up to \$10m using XML, HTML, CSS, JQuery, JavaScript, Ajax, Drupal 6&7, PHP 5 + Zend Framework and Web Services.
- Set up pilot environments for developers to apply new technologies in real-time environments: Apigility Framework, TDD, Angular JS, Ext-Js and Zend Studio for Mobile App (Android) using Rest architecture and RestFul web services.
- Developed specific desktop software using MS C#.Net.
- Managed multiple relational databases including MSSQL Server 2008 and MySql Server.

MIS Expert (SME) / Systems Analysis

- As Management Information Systems Expert on four projects, was responsible for budget planning, consultant hiring, and monitoring and evaluation of the full SDLC.
- Managed simultaneous projects of software engineering and development over the entire SDLC.
- Coordinated analysis and gathered requirements and business processes, converting it to systems architecture and features for three government ministries (2009 – 2012).
- Implemented ITIL v3 frameworks, best practices and Services Management processes in the Ministry of Employment (2010) and Ministry of Economy and Development (2013).
- Established a catalogue of first level support services for more than 250 end users. 400 ICT assets were mapped and easily traceable (2013).

Business Opportunities and Support Services (BOSS) ERP Web System (2011-2014):

[BOSS Project](#) , [Project PDF](#), [ILO Index](#)

Role: Lead Developer/ICT Manager

Frameworks/Methodologies: Scrum, PRINCE2

Scope: 5.5m euro + USD\$5m, with 5,000 clients

Team: 12 in Timor, 8 in Jakarta, 20+ consultants.

Technologies: PHP 5.3+, Zend Framework 1&2, MS C#.Net for Desktop Applications, HTML/HTML5, JSON, JQuery, JavaScript, CSS 3.0, Bootstrap, MySQL Server

- Developed an ERP Web System for the Ministry of Economy and Development in East Timor to electronically control the directorate of private sector support.
- Full SDLC included business needs, workshop facilitation, process mapping, UML Case Modelling, budget planning/control, project execution, coding, testing and quality assurance.
- Managed 8 technical staff.
- Sponsors/donors were European Union (EU), IrishAid, AusAid and NZAid.
- Developed Enterprise push data ERP Web System for the Ministry of Economy and Development in East Timor to control electronically the directorate of private sector support ([IADE Website](#)).
- Modules: Client registration; Company profile (legal or non-legal); Training registration (~ 400 classes and ~5,000 beneficiaries); Counseling/Consultancy registration; Business matchmaking case management (50 cases); Tender distribution system (~100 tenders and ~30,000 SMS alerts); Impact and analytical reports (Highcharts.js, PHPWord, PHPExcell, DOMPDF).

Enhancing Rural Access (ERA) ERP Web System (2011 – 2014): [ERA Project.html](#), [Project PDF](#), [ILO Index](#)

Role: Lead Web Developer/Systems Analyst

Scope: 10m euros with 4,000 beneficiaries

Technologies/Tools: PHP 5.3+, Home Made Framework based in Zend, HTML/HTML5, JQuery, JavaScript, CSS 3.0, MySQL Server

Frameworks/Methodologies: PMBOK

Team: 40 onshore and 10+ consultants

- Full SDLC database design and development with features including: System Admin, Contract Management, Training Management, Company Profiles, M&E Results Registration (Snapshot, survey and questionnaire tools); and Strategic, analytical and impact reports.

Youth Employment Project (Yep) ERP Web System (2009 – 2010): [ILO YEP Publication](#)

Role: Lead Developer/Business Systems Analyst

Scope: \$8m

Technologies: PHP 5.3+, HTML, JavaScript and CSS, MySql Server, MSSQL 2008 Server.

Frameworks/Methodologies: PMBOK

Team: 20 onshore, 15+ consultants

- Full SDLC for an eight module nationwide web system for the Ministry of Employment.
- Conducted interviews, workshops, process mapping, Use Case modelling, business and system analysis, coding and deployment.
- Modules: Admin; Client registration and full historical info (~ 75.000); Case management for employment centers; Job vacancies which manually/automatically match criteria with registered clients (~ 5.000 X ~75.000), Fund system control and registration (\$10m p/yr); Vocational training control and registration (~10.000 graduated X 500 training); Analytical reports and SMS distribution system.

Business Analyst

Jan 2014 – May 2014 (Part-time contract – 20+ hours p/wk)

World Bank, Washington, D.C - USA / East Timor

- Conducted business process analysis and adaptations of internal activities for the Directorate of Business and Company Registration at Ministry of Finance in East Timor. Resulted in the full process of company registration being decreased to one work day (previously 5).
- Coordinated analysis and gathered approximately 300 functional/nonfunctional requirements, converting into systems architecture and features for the software procurement process to automate the processes of business and company registration.
- Final deliverables included Request of Proposal (RFP), Business Requirement, Statement of Work (SOW) and creation of new staff performance evaluation.
- Directorate received an award from the Council of Ministers of East Timor as one of the top 10 most efficient government bodies in the country.

Web Developer

Apr 2013 – Jun 2013 (Part-time remote contract – 20+ hrs p/wk)

Perth Web Designer, Perth, Australia

- Working remotely, developed a Scraper tool integrated with Google and Bing search API using PHP 5.3, Zend Framework, Bootstrap, CSS 3.0 and MySql database.

- This small tool tracked words or sentences and ranked website search results using concepts of threads with support of Zend multi-threading and CURL to distribute and balance of the proxies address used on the users' browser simulation.

Lead Web Developer / Systems Analyst

Nov 2008 – Nov 2009 (Permanent)

United Nation Development Programme (UNDP), Dili, East Timor (UN's Global Development Network)

Back-end Development

- Managed five local Analyst Programmers and 10 remotely.
- Conducted assessments for implementation of ITIL standards, best practices and process.
- Developed multiple web software, using XML, HTML, CSS, JavaScript, Ajax, PHP5+, Drupal 6, World Press, Web Services, MySql Server and PostgreSQL.
- Disseminated 100% of country's law within the website portals in 3 different languages (English, Portuguese and Tetun). As a result, we enhanced the transparency of the Justice System in East Timor by increasing public access to laws.

JSP Integrated Information Management System (IIMS) Project (2008 – 09): [IIMS Project](#)

Scope: US \$5.4m

Team: 21 onshore

Frameworks/Methodologies: Scrum, PMBOK

Technologies: PHP 5, HTML, Smart Template Engine, JavaScript and CSS, MySql Server, PostgreSQL.

- Development of an IIMS for the justice system of East Timor, integrating electronically the records from Ministry of Justice, all Courts and Courts of Appeal, Prosecutor's offices, public defender's offices and the national police force.
- Coordinated analysis, gathered functional/non-functional requirements, and provided business process mapping. Coveted this into systems architecture and features for 15 different website Portals and large-scale case management software. Included UML modeling and full software documentation.
- Partners (users): Ministry of Justice (including the Public Defenders' Office, the Legal Training Centre and the Prisons Service), the Courts and the Office of the Prosecutor General.

Systems Analyst / Web Developer

Sept 2007 – Nov 2008 (Permanent)

University of Goias – Medical School Hospital, Goiania, Brazil (Health/Education)

- Involved in the development and deployment of an ERP Web System for patient medical records integrating with hospital finance unit and pharmacy stock control.
- Performed analysis and gathered functional/nonfunctional requirements and business processes, converting into systems architecture and features for 3 different systems and departments.
- Administration of relational databases with 700GB of data and 50M records on Oracle 11g and up to 8million transactions on a MySql databases.

- Technologies: XML, HTML, CSS, JQuery, JavaScript, Ajax, PHP 5 + Zend Framework, Web Services.

Support Analyst

Apr 2004 – Aug 2007 (Permanent)

Caixa Economica Federal, Goiania, Brazil (Largest financial bank in Brazil)

- System Analyst and Tester on an important online banking implementation project, using Java integrated with ASP.net and MS SQL Server Data Base.
- Provided 2nd and 3rd level analysis, support and remote maintenance on Microsoft Desktops and Servers.

Lead Field Services Network Technician

Feb 2002 – Oct 2003

Telemont Engineering – Brasil Telecom, Goiania, Brazil (Telecommunications)

- Attended over than 15,000 clients in the enterprise category, meeting Service Level Agreements (SLA's). Supported and installed routers, Fiber Optic connector networks, hubs and switches.
- Supervised 30 (Interns and junior technical) staff.

Education & Qualifications

MBA in System Information

ESAB University – Online, Brazil (2009)

Full Time MBA study with more than 480 hours

MBA in Software Management

Uni-Anhanguera University, Brazil (2008)

Full Time MBA study with more than 360 hours

Bachelor in Computer Science

Unip University, Brazil (2007)

Assessed as comparable with an AFQ Degree with a major in Computing (Australian Computer Society 2013)

Australian Computer Society

Skills assessed as suitable for migration under 261312 (**Developer Programmer**) of ANZCO Code (Oct 2013)

Certifications:

- ITIL v3 Foundation Professional Certified (2013)
- IELTS Certified 6.0 (Australia) (2013)

Training & Courses:

- PHP Australia conference, Sydney (2015)
- Core ElasticSearch, Melbourne Australia (2015)
- Zend Framework 2 Engineer - www.schoolofnet.com (2014)
- Angular JS and Ext-JS - www.schoolofnet.com (2014)
- ITIL® Expert Capability Programme - www.itpartners.com.br (2014)
- Web programming with PHP 100% Object Oriented best practices, ILO Training – East Timor (2013)
- Zend Framework 1.12, ILO Training – East Timor (2013)
- JQuery , ILO Training – East Timor (2013)
- Project Manager – PMBOK® 4 Edition - <http://tiexames.com.br/> (2013)
- ITIL® V.3 Foundation - <http://tiexames.com.br/> (2013)
- COBIT® 4.1 -<http://tiexames.com.br/> (2013)-
- IT Governance - <http://tiexames.com.br/> (2012)
- Web programming with PHP, JavaScript, Ajax and Data base MySql and Oracle - <http://www.senac.br/> (2008)
- Administration of networks MS Windows 2000 and 2003 - TM Solutions, Brazil (2007)
- Administration of Linux Networks - TM Solutions, Brazil (2006)
- Management and development of MS SQL Server - TM Solutions, Brazil (2006)

Languages

Portuguese:	Mother Tongue
English:	Fluent - IELTS Certified 6.0 (Australia), Advanced (Canada)
Spanish:	Conversational
Tetun	Advanced
Bahasa Indonesia:	Basic

References

Tomas Stenstrom

Project CTA
United Nations ILO
Email: stenstrom@ilo.org
Ph.: (+670) 7730 4055

Jose Ricardo Silva

Project Manager Officer
IFC/World Bank
Email: JSilva1@ifc.org
Ph.: (+670) 7727 9636

Roberto Pes

Country Director
United Nations, ILO
Email: pes@ilo.org
Ph.: (+670) 7732 0224