



Joaquim Jeunon Sousa

Brazilian, 54 years old

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Objective

Work in IT area: Infrastructure, Services, Environment and Database Support, Projects, Governance, System Integration, Special Developments, as a leader or member of multidisciplinary teams.

Professional profile

I use key points like experience, team motivation, professional excellence and growth, and a constant search for improvements to achieve the company goals.

Education

- **Post-graduation**
Systems Analysis, IBAM / Mestre (PUC-RJ) (1983)
- **Graduation**
Mechanical engineering, UFRJ (1978 to 1983)
- **Other courses**
Workshop: Planning the Deployment of IT Services Management (2007)
PMI Certification – Project Lab (2006)
COBIT Foundations, Venco/ITXL (2006)
ITIL Foundations, Venco/Ilumna (2006) (EXIM certificate No. 72034)
Project Planning and Control, IBEC (December/2002)
Project Management Foundations, Dinsmore Associates (2002)
Synchronous Digital Hierarchy (SDH), Embratel (2001)
Oracle - Programming in PL/SQL, Oracle (2000)
Frame-relay, Compaq (1999)
Satellites, Compaq (1999)

Languages

English: Fluent

Spanish: Basic

Professional experience

➤ **Consultant at Tavros RJ**

Jeunon Sistemas has partnered with MG Tavros. We are creating in 2014 Tavros RJ, a Corporate Governance consultancy firm.

➤ **Consultant at Jeunon Sistemas (2006 until now)**

Client: Naxxcar (2011 until now)

Transport company

Contact: Maria Carla Thomé, partner, (21) 2491-7760

IT Consultant

I am responsible for the IT infrastructure of the company, the development of the system that supports its operation, and the selection and implementation of financial management systems.

Client: ID – Dermatology Investigation (2007 until now)

Dermatopathology Medical Investigation Laboratory

Contact: M^a Auxiliadora Sousa, partner, (21) 2569-9777

IT Consultant

The National Supplementary Health Agency defined a new regulation, called TISS, forcing medical professionals and companies to transmit electronically all the data regarding any medical procedure. Beside that demand ID plans to improve the relationship with their clients, thru a web application. I'm responsible for the IT solution.

Client: Hastings Consultoria em Informática (2011-2013)

Legal Systems Consulting

Contact: Mauro Hastings, partner, (21) 2505-2350

Project Manager (2011-2012, 2nd term)

Quality Assurance Consultant (2013, 3rd term)

Hastings develops and sells Projurid, the market leader of lawsuits control systems. Among their customers are the big private pension companies like Previ (Banco do Brasil), Petros (Petrobras) and Funcef (Caixa Economica), and major law firms.

Client: Invepar (2012)

Transport Infrastructure

Contact: Victor Schumer, IT General Manager, (21) 2211-1353

Project Consultant

Invepar is acquiring legal system to control the lawsuits of their daughter companies, such as Metrô Rio, Linha Amarela, CRT, Transolímpica and Aeroporto de Guarulhos, among others.

Client: Thomassen Compressores do Brasil (2010-2011)

Compressors Manufacturer

Contact: Francisco Edgar da Silva Filho, Commercial Director, +55 21 7685-0716

Projects and Services Coordinator

My job was to coordinate locally the delivery of our compressors to customers of oil and gas industry, also their assembly and commissioning at customers site, acting as the interface between the customer and our mother company in The Netherlands.

Client: Centro de Unidades Médicas Integradas Santa Teresinha (2009-2010)

Hospitals e Medical Clinics

Contact: Ricardo Loureiro, IT General Manager, (21) 3978-8000

IT Infrastructure Manager

The company assets are independent medical units: Hospital Panamericano, Casa de Saúde Santa Teresinha, Tijuco e Tijumed. We have partnerships with several medical companies, inside our installations. My mission was to review and maintain the IT infrastructure – telecommunications, network and end user equipment; and organize a new service desk, based on ITIL best practices.

Client: Hastings Consultoria em Informática (2008)

Legal Systems Consulting

Contact: Mauro Hastings, partner, (21) 2505-2350

Consultant in infrastructure and support services (application, database and operating systems)

Hastings develops and sells Projurid, the market leader of legal processes control systems. They will launch the new version in a totally new platform. I created a infrastructure capacity plan required to support the new services: customer support including application, databases and operating systems; web services and hosting.

Client: Tabepuia Com. de Vest. Artg. de Decor e Alim. Ltda (2007-2010)

Multi-brand Fashion Shop – Dona Coisa

Contact: Roberta Damasceno, partner, (21) 2249-2336

IT Consultant

The company is expanding the IT infrastructure of their mainstream business: the multi-brand fashion shop, Dona Coisa. Under my responsibility are:

- IT infrastructure;
- ERP systems assessment (old and new);
- Web site.

Client: MJV IT Professional Services (2007)

IT services, consulting and outsourcing

Contact: Ismar Vianna, partner, (21) 2532-6423

IT Infra-structure Manager

MJV supplies outsourcing for **Dufry Duty Free do Brazil**, the biggest travel retail company in Brazil and one of the major companies in this segment in the world. Under my responsibility were the Network, Database and Operating Systems teams. Also was the Network Migration Project involving 3 data centers and dozens of shops in country airports and commercial centers, which we had to keep both old and new technologies working together, redefining service level agreements (SLA) and quality of service parameters (QoS). I created a infra-structure capacity plan to separate production from BI systems resources. I introduced project management in the department using tools and concepts from PMI. I improved the department compliance to ITIL model.

Client: Threetek – Geomatic Solutions (2006-2007)

Well known company in GIS segment, with exclusive rights of satellite radar images

Contact: João Carlos Vassalo, partner, (21) 2524-0207

Technology Consultant

The company plans to introduce Web-Gis platforms in Brazil, to show through the Web satellite images and maps generated by Geographical Information Systems (GIS). These platforms run in a 3 layer model, using Java, different database management systems, among them Oracle Enterprise with Spatial options, and different application servers. I built the laboratory infrastructure, defined the requirements to make possible the online transmission of heavy satellite images and maps, defined solutions using new concepts like Web Services and acted as interface to the foreign suppliers.

➤ **Protego-Leser do Brasil – 2004 to 2006**

Small company, branch of 2 German multinational industries

Contact: Victor Halstrick, president, Protego, +49 53 07 809 102

Contact: Martin Leser, president/partner, Leser, +49 40 25 165 131

Administrative, financial and IT manager

Achievements:

- A communication solution that brought a 70% reduction of the communication costs with the mother companies and Brazilian representatives;
- I changed of the company's work-flow, adopted project management tools and concepts , to increased the productivity by 50%;
- From negative results since its foundation in 1998, the companies start a period of positive figures in 2004. The sales raised to BRL 6.2 million in 2004, to BRL 13.4 million in 2005, to BRL 20 million in 2006 (estimated);
- Personnel increased by 60% and the turnover reduced to 0 (zero);
- Premises increased by 400% after moving to the new place.

➤ **Consultant at Jeunon Sistemas - 2001 to 2004**

Clients: Animus T.I. / Telemar Telecommunications

Medium-size IT Company / The biggest telecommunication company in Brazil
Contact: Carlos Sérgio Andrade, partner, (21) 3232-9050

Technical coordinator

I managed the team that assisted Telemar at the 2nd and 3rd levels, solving problems of voice and data systems. I revised procedures, developed application to control our services and integrated it with the customer's workflow system, increasing by 40% the revenue of the department.

Client: Montreal Informática

Big IT company

IT Manager of Paraná branch

I managed the IT structure of the legacy system of Paraná (PR) Transit Department. I managed the new system's project based on open source platforms, like Java and Linux. This project involved communications with tens of offices, all over the state, and high speed links between the transit department and the data center, outside the state. Due to its organization and low taxes, a great number of car rental companies register their cars in Paraná Transit Department, which controls 2.6 millions vehicles and 3.2 millions drivers.

Client: Embratel

Big Telecommunications Company

Project Manager

I managed the Gateway Project, developed in Java, which provides an interface between inventory and provisioning systems, and all the telecommunication management network (TMN) systems, creating a unique command dictionary which translates high level commands to circuit's technology specific command.

➤ **Telefonica Celular (Vivo) - 2000 to 2001**

Big Telecommunications Company

Section / Division Manager

First I managed the QA section, and then the Production Division with 3 teams:

- Traffic and Billing systems;
- CRM systems;
- UNIX support systems.

After that I was placed in charge of bring the PMI project management concepts to the department.

➤ **Consultant at Jeunon Sistemas - 1994 to 2000**

Client: Compaq

Big IT company

System Analyst

- I designed and build MultiConsole, a graphical multitask unique interface between network management consoles and TeMIP (*), replacing its native console;
- I designed and build GetCDR, an interface between NEC Communication System and DSC2000 mediation system, via sockets in Ethernet network, written using C.
- I developed elements adapters for TeMIP (*)

(*) TeMIP is the Compaq's Telecommunication Management Network (TMN) framework.

Client: Citibank

International bank

System Manager

I managed the UNIX environment of the world pilot of the self-attendance system, and also acted as the interface between Digital Equipment Corporation (DEC) Brazilian and American branches.

Client: Telesp – Cia Telefônica de São Paulo

Greatest Brazilian Telephony Company (at that time)

System Manager

I managed the UNIX environment of the Intelligent Network Project, telephony intelligent network and communication services, and also acted as the interface between Alcatel (Spain) and Digital Equipment Corporation (Brazil and France) companies.

➤ **Acol Informática - 1986 to 1994**

Small IT company

Technical supervisor

I defined the technological strategy adopted by the company on its foundation. We were one of the pioneers in UNIX technology in Brazil, which is the mainstream business of the company nowadays.