

## PERSONAL INFORMATION



## Pedro David Castanheira Costa Polonia

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 Home pedropolonia

Sex Male | Date of birth 31 Dec 1974

## POSITION

## Computers, Software

## WORK EXPERIENCE

Mar 2017–Present

**Software Engineering**

NATO CIA

.Net Developer

Jan 2016–Mar 2017

**Product Support Specialist**

Fujitsu Technology Solutions, Torre norte do Colombo, Av. Colégio Militar 37F, 1500-180 Lisboa

Create and review technical documentation (knowledge base articles, routing and escalation matrix, decision trees, reports, trend and gap analysis and other docs);

Ensures correct deployment of escalation route for all operational & technical calls within Fujitsu, Schneider-electric, IBM, Cap Gemini and external resolving groups (including 3th party providers);

Understands all scenarios detailed in current Business Continuity Plan documentation, propose improvements and have the ability to invoke when necessary;

Reviews and filters all staff suggestions regarding any improvements to any aspect of the service and escalate to appropriate contact point;

Proactively assists other team members to achieve team objectives and targets;

Run short training sessions for Service Desk Agents, PSS and PSE;

Critical Incident Management and Problem analysis related to CCC silver support.

Part of reporting team providing weekly dashboards, ad hoc and KPI change impact reports for governance team.

Oct 2015–Dec 2015

**Software Engineering**

Hyperion Capital Inc.

Javascript development (Using node, meteor, mongo db), python and Java development. Financial API integration.

Feb 2015–Oct 2015

**Software Engineering**

Join The Moment Transitários S.A.

Web Development using php, Javascript (jQuery) and MySQL.

Jan 2014–Dec 2014

**Software Engineering**

Digital Soul Games

This role has tremendous growth opportunity since UPTEC's Start-up Acceleration Programme (6 months) and AEP (Associação Empresarial de Portugal) Programa APREENDER: Desenvolver Atitudes Empreendedoras (program LEARN: Develop Entrepreneurial Attitudes) boost my business skills. I take part on the discussion and input on product and game designs, in addition to business,

web and core development. I improve my understanding of UX, Unity 3D, GameMaker, ad and SEO.

Dec 2011–Dec 2013 **Software engineer, Técnico Superior (high technical)**

University of Porto

Development of Sigarra, the University of Porto information system. Full stack dev using Oracle PLSQL, Javascript and Html5 at Information Systems Unit

Jul 2011–Nov 2011 **Developer Intern**

ITGrow Critical Software (Coimbra)

The pSHIELD project (Acronym of pilot embedded Systems architecture for multi-Layer Dependable solutions) is part of Critical Software R&D effort.

The main goals of the my work are:

- 1) The development and validation of a prototype in the context of the project.
- 2) The integration of technology developed into an development framework, allowing intrinsic security features on the projects developed in the future.

It is intended that the framework meets the maximum requirements associated with applications in the areas of ASD & T (Aeronautics, Space, Defence and Transport), minimizing the impact of security measures and reduction the development time.

Feb 2011–Jun 2011 **Internship**

ITGrow Critical Software (Coimbra)

The pSHIELD project (Acronym of pilot embedded Systems architecture for multi-Layer Dependable solutions) is part of Critical Software R&D effort. It aims at addressing Security, Privacy and Dependability (SPD) in the context of Embedded Systems (ESs) as a “build in” rather than as “add-on” functionalities, proposing and perceiving with this strategy the first step toward SPD certification for future ES. The leading concept is to demonstrate composability of SPD technologies.

This project represents a European level collaboration, involving corporate and academic organizations from various countries such as Portugal, Italy, Slovenia, Spain, Greece and Norway, to develop security attributes in the context of embedded systems. The aim of the project is to create pSHIELD architectural framework that allows the composition of various technologies associated with security, thereby substantially reduction of design and development cost and time. The new generated solutions for embedded systems have all inherent security characteristics associated from the start.

The main goals of the my work are:

The study and selection of the suitable paradigms and algorithms for low cost networked embedded systems. Although we are focused on Asymmetric encryption (using public and private keys), the symmetric encryption (using shared keys) will also be examined in detail. The study and selection of the mechanisms of key distribution and authentication of nodes. The development and validation of a prototype in the context of the project. The integration of technology developed into an development framework, allowing intrinsic security features on the projects developed in the future.

It is intended that the framework meets the maximum requirements associated with applications in the areas of ASD & T (Aeronautics, Space, Defence and Transport), minimizing the impact of security measures and reduction the development time.

Dec 2006–Sep 2007 **Developer**

Megatronica

Developer using C# and VB.Net of modules that integrate with Primavera ERP and Eticadata Automobile Software

Oct 2003–Nov 2006 **Developer**

Previmatica

Developer of several software for quality support, for Iberogestão clients. We use Vb.Net and C sharp (WinForms and Asp.net), reports in Crystal Reports and Infragistics in presentation layer.

- Oct 2002–Dec 2002 **Developer**  
PacPortatil  
Creation of websites using Flash, html, php and MySQL
- Jan 2001–Sep 2002 **Shop Management**  
Naturopoop  
Managent of the shop, buy the products from the farmers and suppliers (2 french bio federations), manage the site, etc
- Mar 2000–Sep 2000 **Developer**  
Engidesa  
Developer games in C++ using OpenGL for custom hardware

## EDUCATION AND TRAINING

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- Aug 2017–Nov 2017 **ITIL Foundation**  
Axelos / APMG  
ITIL, formally an acronym for Information Technology Infrastructure Library, is a set of detailed practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. In its current form (known as ITIL 2011), ITIL is published as a series of five core volumes, each of which covers a different ITSM lifecycle stage. Although ITIL underpins ISO/IEC 20000 (previously BS 15000), the International Service Management Standard for IT service management, there are some differences between the ISO 20000 standard and the ITIL framework.  
ITIL describes processes, procedures, tasks, and checklists which are not organization-specific, but can be applied by an organization for establishing integration with the organization's strategy, delivering value, and maintaining a minimum level of competency. It allows the organization to establish a baseline from which it can plan, implement, and measure. It is used to demonstrate compliance and to measure improvement.
- May 2015–May 2015 **Agile Portugal 2015**  
Agile Portugal  
Agile Portugal 2015 is an international event that gathers the agile community with invited leading experts. More at <http://2015.agilept.org/>
- May 2014–May 2014 **CSM Certified ScrumMaster**  
Scrum Alliance, Certificate 327229  
Good command of the Scrum process. Ability to support agile teams, focus on the essential problems and deliver on time and on budget.
- May 2014–Dec 2014 **Microsoft Virtual Academy**  
Microsoft  
I'm the 4th better MVA student in Portugal. Some courses taken:  
Windows Server:  
Windows Server MCSA Certification Objective Domain Review  
Windows Server 2012 Jump Start: Preparing for the Datacenter Evolution  
Upgrading Skills to Windows Server 2012 Jump Start  
Understanding Active Directory  
Tuning SQL Server 2012 for SharePoint 2013 Jump Start  
Planning & Designing a Lync Server 2010 Jump Start  
Lync Enterprise Voice Core Infrastructure Updates

Enhanced Windows Data Encryption Training  
Windows Server 2008 R2  
Introduction to Private, Hybrid and Public Cloud  
System Center 2012: Licensing Overview  
App Performance Monitoring with System Center 2012 R2  
MPN Training Cloud Profitability Fridays  
From Data to Insight and Impact: The BI Revolution  
SQL Server Essentials for Oracle DBAs Jump Start  
Building Responsive UI with Bootstrap  
Building Web Apps with ASP.NET Jump Start  
Software Development Fundamentals  
Architecture in Practice  
DevOps:  
DevOps: An IT Pro Guide  
Microsoft Virtualization for VMware Professionals Jump Start  
Advanced Windows Store App Development with HTML5 Jump Start  
HTML5 App Development Fundamentals  
Building Blocks: iOS, Android, Windows (Extend)  
Windows 8.1:  
Windows 8.1 UX Design Jump Start  
Windows 8.1 Developer Training Jump Start  
What's New in Windows 8.1 Update  
What's New in Windows 8.1 Security  
Defense in Depth: Windows 8.1 Security  
Windows 8.1 Update for Enterprise Jump Start  
Windows 8 for IT Pros Jump Start  
Windows 8.1 User Readiness Toolkit  
Windows 8.1 To Go  
Windows 8:  
Windows 8 Security Insights  
Deploying Windows 8  
Programming Kinect for Windows v2 Jump Start  
Utilizing SysInternals Tools for IT Pros  
Migrating:  
Migrating from Windows XP to Windows 8.1  
Migrating from Windows XP to Windows 7  
Bing Ads Jump Start  
Bing Search Engine Optimization Jump Start  
Office 365:  
Encryption in Office 365  
Introduction to Office 365 Development  
Office 365 Fundamentals  
Administering Office 365 for Small Business Jump Start  
Organizing & Sharing with OneNote Jump Start  
Learn Better, Teach Better with Office 365

May 2014–Jun 2014

Program APREENDER/LEARN: Develop Entrepreneurial Attitudes

AEP: Associação Empresarial de Portugal

Strategic Objectives:

- Promote cultural change in favor of entrepreneurship and entrepreneurship, raising public awareness of entrepreneurship as a permanent attitude in life and to enhancing the social and economic role of entrepreneurs and entrepreneurs;
- Disseminate information value and strengthen the skills of future entrepreneurs and business projects;
- Encouraging the spirit of risk entrepreneurs and support the creation of new businesses, create jobs and wealth;
- Encourage the individual's ability to (re) undertake and promote entrepreneurship in organizations and society; (corporate entrepreneurship / social entrepreneurship);
- To promote the appreciation of venture capital, learning and experience of entrepreneurs, encouraging interaction, sharing of experiences and skills, and the generation of opportunities for entrepreneurs and businessmen;
- Support the creation of new businesses;
- Enable forms of financing business projects;
- Streamlined nationwide partnerships and / or international;
- Value and publicly recognize success stories and best practices of entrepreneurial and business initiatives.

Feb 2014–Feb 2014

### Startup Pirates Braga

Startup Pirates

Startup Pirates is a one-week program that enables aspiring entrepreneurs to get inside the startup world and learn how to develop a business idea.

Goals:

- Generate long-term impact by empowering entrepreneurs in the making with the tools and knowledge needed to create companies or develop other projects inside or outside corporations;
- Empower local entrepreneurial ecosystems.

With a very hands-on approach and the support of a large community of experienced entrepreneurs, Startup Pirates combine workshops and mentoring with a clear focus on accelerating the development of entrepreneurs. After the programs, our network of partners supports the teams on their quest to thrive

Oct 2011–Oct 2011

### Real Time Systems Training

Sig.rh and Critical Software

Real Time Systems: concurrent programming and multitasking, cyclic scheduling (clock-driven and event-driven), real-time kernels architecture  
exercices using Rtmes and Cheddar

Sep 2008–Sep 2008

### Best Entrepreneurship Day

Best Oporto

Entrepreneurship and Venture Capital in Portugal

Jul 2008–Jul 2008

### “The New Knowledge Forge”

WikiSym/ INESC Porto

A one-day colloquium of wikis, links, and social software

Learn about new ways to pursue, analyze, and disseminate knowledge and information in your organization, to promote innovation, creativity, and better knowledge management.

The colloquium is organized by Mark Bernstein (Eastgate Systems, Inc.) and Ademar Aguiar (INESC Porto/FEUP), Program and Conference chairs of WikiSym'2008, the Fourth International Symposium on Wikis, September 8-10, Porto, Portugal.

- May 2008–May 2008 **Lean Six Sigma**  
APGEI  
Basics of Lean Six Sigma  
Six Sigma  
Lean Thinking
- Feb 2008–Feb 2008 **Scrum and Agile Workshop**  
FullSix  
Agile Methodologies
- Feb 2007–Present **Pedagogical Skills Certificate (SPC) / Certificado de Competências Pedagógicas (CCP)**  
IEFP, Certificate EDF 434867/2007  
Pedagogical Skills Certificate (SPC), Certificate EDF 434867/2007 based on CAP (Certificate of Pedagogical Aptitude) issued from the Pedagogical Training Course for Trainers carried out by the CNS in 2009
- Sep 2004–Jun 2011 **Integrated Master in Informatics and Computation Engineering**  
FEUP  
Learning Informatics and Computation Engineering at FEUP was conceived as requiring a full five years integrated cycle of education, training and apprenticeship. This integrated cycle matches the implementation of the 1st and 2nd cycles of the Bologna Process and immediately confers the Master of Science academic degree.  
The Integrated Master in Informatics and Computation Engineering (MIEIC) formally aims to achieve the following general goals:  
\* to provide a solid base of scientific and engineering education, essential for interacting with other engineering specialties, and supporting a superior professional practice  
\* to provide a solid and specialized training and education, allowing the conception, specification, design and implementation of products, processes and services, based on computers, computations and information technologies  
\* to stimulate the acquisition and training of soft skills like creative attitudes and capabilities, critical mind, leadership and team work  
\* to stimulate the entrepreneurship and innovation spirit, risk assessment and opportunity exploitation  
\* to provide process management learning, stimulating quality and productivity increase and resource optimization  
\* to provide the required training and learning for granting the professional title of Engineer by the Portuguese professional engineering association (Ordem dos Engenheiros).  
At the end of the first three years (1st cycle) the students will acquire a solid base instruction comprising not only the essential scientific and engineering skills, but also a wideband fundamental knowledge in several domains of informatics, although not specialized. This first step can be understood mainly as a mobility level to and from other national and european schools.  
At the five years integrated cycle conclusion the graduated students will exhibit an advanced instruction in Informatics and Computation Engineering, comprising a specialization area or a deep broader range of interests. In the last two years the student has an extensive subject offer, individually configurable.  
At present possible specializations include:  
\* Software Engineering and Information Systems (divided in two sub areas with the same name)  
\* Networks and Information Technologies (divided in Internet Technologies and Information Infrastructures sub areas)  
\* Intelligent Systems and Multimedia (divided in two sub areas with the same name)

Jul 1998–Sep 1992 **4º year of Electrical and Computer Engineering**

Feup

The Electrical and Computer Engineering (LEEC) was organized in majors majors (main areas) and several specialization areas (specialization areas) indicated below:

- \* Telecommunications major
    - o Networks and Coomunication Services
    - o Communication Technologies
    - o Multimedia Communications
    - o Microelectronics and Embedded Systems
    - o Audio and Video Signal Processing
- I choose Computer major, and later Telecommunications major.

PERSONAL SKILLS

Mother tongue(s) Portuguese

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C2	C1	C1	C2
Spanish	B2	B2	B2	B2	A2
French	B2	B1	B1	B1	A2
Portuguese	C2	C2	C2	C2	C2
Italian	A1	A2	B1	A2	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
Common European Framework of Reference for Languages

Communication skills Flexible team worker able to cope with different people and work in different environments.

Organisational / managerial skills Ability to coordinate and manage project work within a lightweight framework focusing in the essential. Acquired through training and work experience.

Digital skills

Driving licence Driving licence B category since 1993

ADDITIONAL INFORMATION

Publications

ANNEXES

- coverletter.pdf

**coverletter.pdf** 

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Dear Sir,

Please find enclosed my LinkedIn profile in application for your site job offering post.

[pt.linkedin.com/in/polonia/](https://pt.linkedin.com/in/polonia/) and my Curriculum Vitae on [polonia.eurocv.eu](https://polonia.eurocv.eu)

I hold a master in Informatics and Computing Engineering, have long experience with .net (c# and vb.net), Javascript. I became a Scrum Alliance ScrumMaster, study ITIL (ITIL Foundation certificate) and have looked into jQuery, php, node and meteor.

I am a fast and accurate developer, with a keen eye for detail and I should be very grateful for the opportunity to be a part of your team, and to progress in my career in a team full of smart people. I am able to take on the responsibility of this position immediately and have the enthusiasm and determination to ensure that I make a success of it.

Thank you for taking the time to consider this application and I look forward to hearing from you in the near future.

Yours sincerely

Pedro Polonia