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| **FLÁVIO SÉRGIO DA SILVA**flavio.sergio.silva@gmail.com+55-21-98104-04040 (Brazil) |

**SUMARY**

**Objective**

I’m looking for a **Director** position to make a difference in a well-respected global company. It is my desire to successfully exploit the opportunities that are presented to me by the market.

**Personal Profile**

* I see myself as a highly organized person. I am also loyal and self-starter.
* I am able to travel with non-standard work time availability.
* International outlook and approach.
* Excellent presentation and fully trilingual (English, Spanish and Portuguese) communication skills (written and verbal).

**Professional Skills**

* More than 28 years working in IT. Especially the last 22 years of working in the Telecom and Pay TV market (communications networks operations/management, software vendor, system integrator and service provider) as Director, Manager, Seller and Pre-Sales in large scale programs throughout the entire project lifecycle (sales, delivery and maintenance).
* A real self-starter having the resilience, self-reliance and drive to work remotely.
* Telecom market-place knowledge and strong OSS/BSS/CRM/ESB/BPM background, being able to translate the customer’s business, technical, functional and operational processes (network inventory, network provisioning, network design & planning, multi-vendor and multi-technology provisioning and the transmission systems in telecommunications networks, sales …) requirements into system solutions.
* High degree of credibility, expertise, confidence and integrity. Experience selling to executive management (CxO) and technical staff.

**Director Experience**

* Management of technical team in the complex OSS/BSS/CRM/ESB/BPM Integration projects.
* Ability to work in a cross functional teams consisting of commercial, technical and marketing staff.
* Experience of leading, mentoring and recruiting into a distributed team.
* Strong influence and relationship management skills, passionate about success and winning. Maintainer of a high level of professionalism and commitment.
* Creation, Evaluation and Response to the RFx for the OSS/BSS/CRM/ESB/BPM area.
* Strategic planning for OSS/BSS/CRM/ESB/BPM business and IT transformation and integration.
* Strategic planning for Next Generation Bundle Service (IPTV, SoIP...) and VAS.
* Governance/Frameworx management based on the main market standard, methodologies and best practices (NGOSS, CMMI, RUP, ISO...), mainly for the canonic process, interface, message and data.
* New Business Development, Marketing Analysis, Product Distribution Channels, Contract Negotiation and Administration, Vendor Relations, Inventory Development, Customer Services, Pricing Policy and Recruitment.
* The latest direction role:

OSS/BSS Projects for Tecnocom in Colombia and Brazil

**Sales Experience**

* Strong prospects/sales characteristics and skills to hit the ground running.
* Strong presentation skills to influence the outcome of the sale.
* Potential sales opportunities qualification skills.
* Strong commercial awareness, with experience of working closely with Sales Teams in a technical environment.
* Able to make quick assimilation of new information, understand and articulate the propositions, and apply this to the target account.
* Readiness to work with and influence customers in different cultures.
* Ability to crystallize complex issues into clear concepts with highly effective communicator.
* International Business and Relations, Marketing Evaluation and Development, Sales Management and Negotiations, Product Development and Dealer Relations.
* The latest project and product sold:

30 Million USD – OSS Project for the UNE Telecom in Colombia

500 K USD - Oracle OSM product to Claro in Peru.

* The latest project where I influenced (evangelized) the client:

120 Million USD – BSS/OSS Transformation for KT Telecom in Korea.

**QUALIFICATIONS**

**Education**

Computer Engineering PUCrio 1995/2001

**Training**

Sales Master Training Oracle – San Francisco 40h 2009

OSM Deep Diver (Order Management) Oracle – San Francisco 80h 2009

UIM Deep Diver (Inventory) Oracle – Dallas 40h 2009

Revenue Assurance WeDo 40h 2009

Telcordia/Ericson’s Activator Accenture 50h 2006

Telcordia/Ericson’s Discovery Accenture 50h 2006

WebLogic Accenture 40h 2006

Java Objeto 50h 2001

SmallTalk Objeto 70h 2000

C++ PUCrio 40h 1998

Unix-UX HP 40h 1998

Shell Script HP 30h 1998

Oracle database Procworks 40h 2000

Report/Forms Procworks 50h 2000

PLSql Procworks 30h 2000

Delphi Objeto 40h 1998

ErWin Objeto 20h 1995

Windows NT Administration ComputerWord 40h 1995

Basys GloboSat 40h 1994

Microsoft VB GloboSat 30h 1998

Microsoft VBA GloboSat 30h 1998

Microsoft ASP GloboSat 30h 1998

**Knowledge**

Selling Strategy Excellent 2000

ASAP (Activator) – Oracle/Metasolv Excellent 2002

OSM/OMS (Order Management) – Oracle/Metasolv Excellent 2002

Objectel (Inventory) – Oracle/Metasolv Good 2002

UIM (Inventory) – Oracle Good 2009

RODOD - Oracle Good 2011

RAID (Revenue Assurance) – WeDo Average 2008

Activator (Activator) – Telcordia/Ericson Good 2007

Discovery (Discovery) – Telcordia/Ericson Good 2007

Expediter (OrderManagement)–Telcordia/Ericson/ConcepWave Excellent 2007

Granite (Inventory) – Telcordia/Ericson Good 2007

Clarify (CRM/PRM) – Amdocs Good 2001

Arbor BP (Billing) – CSG Very good 2001

Vitria (EAI/ETI) – Vitria Good 2001

IN (Pre-paid system) – Nokia Good 2005

Remedy (Trouble Ticket) - BMC Average 2004

Open View (Fault Management) - HP Average 2004

Virtual Store (Self-Service Store) Good 2002

MVNO (Commercial, Functional and Technical) Good 2002

OSS Operation (OSS Portal) Good 2002

Configuration Management Good 2005

OSS, BSS, CRM, PRM, ESB and BPM Integration Excellent 2001

NMS, EMS, PTS, PS, Routers, Good 2002

Wireless (Mobile, Wimax, Wi-Fi …) Good 2004

Wireline (IPTV, VoIP, INTERNET, IP, Land Line …) Good 2001

Network (FTTx, xDSL, ATM, FR, PSTN, EDSN ...) Good 2001

C#, C++ and C-ansi Very good 2001

J2EE and JavaScript Very good 2001

SOA/SOAP, JMS, LDAP, Telnet, HTTP … Very good 2001

CORBA, Socket, POP, SMTP … Very good 2001

WebLogic and WLI Good 2006

IBM-Requisite Pro/XDE and Rational Rose Good 2005

UML and Case Tools Very good 1996

Billing automation Very good 1995

Portuguese Native 1971

English Very good 1994

Spanish Very good 1994

Korean Basic 2011

**JOB EXPERIENCE**

**Company:** Oracle **Clients:** Oracle Clients

**Position:** Trading Partner **Why left:** Still with the partnership

**Begin:** 08/2013 **End:** Until now

**Job Description:**

* Response the Telefonica/Vivo RFP for the Order Management solution purposing the Oracle OSM and Oracle UIM product and other products.

**Company:** eCase **Clients:** Municipal Governments

**Position:** Director **Why left:** To help a trading partner

**Begin:** 03/2013 **End:** 07/2013

**Job Description:**

* Wireless project plan, design and execution for cities hall.
* Mobile project plan, design and execution for cities hall.

**Company:** Oracle **Clients:** Korean Telecom

**Position:** OSS Advisor **Why left:** End of Phase

**Begin:** 07/2011 **End:** 02/2013

**Job Description:**

* Report the OSS Project status to the Program Director.
* Issue and Risk Management based on the Product and Solution perspective.
* Support, Issue and Enrichment triage and follow-up on the vendor Service Request website and the client Trouble Ticket and Knowledge Base corporative solution.
* Design and Advising the Configuration Management solution for the OSS (ASAP and OSM) using Jenkins, Jira, Subversion, Enterprise Architecture, Sharepoint, ControlTier, Selenium, Nexus, …
* Design and Advising the OSS Portal solution, approaching the WebCenter Portal and JBoss Portal.
* Design and Advising the Continuous Integration solution of OSS area involving Mock approach using Selenium and JMock.
* Advising and review the BSS/OSS E2E process.
* Advising and review the client OSS requirements
* Advising and review the Designation rules for the Network services.
* Advising and review the Launch/Roll-out strategic planning
* Advising and review the main Upstream request for the OSS area
* Advising and review the OSS Functional Architecture for the Network services.
* Advising and review the OSS guide line for the Network services.
* Advising and review the OSS Interface Architecture Design
* Advising and review the OSS Oracle product guide line.
* Advising and review the OSS Technical Architecture Design
* Advising and review the RFI for the OSS area.
* Advising and review the VAS prioritizing
* Analyze and evaluate the SI RFI response for the OSS project
* To gathering/elicit the client environment information for the OSS area.
* To help the client to analyze the RFI response for the ASAP area.
* To plan and execute the OSS PoC for the FTTH service.
* To prepare and present the OSS Oracle product features and capabilities.
* Advising and guiding the configuration management strategy, plan and definition.
* Advising and guiding the Build and Deploy automation with zero touch.
* Advising and guiding the policies, procedures and rules as required
* Team motivation plan to avoid loss of employee.
* Build relationship with the client increasing the project credibility.
* Risk and Issue Evaluation on the OSS solution.
* Functional and Technical coaching for the Configuration Management team.

**Company:** Tecnocom **Clients:** UNE Telecom, CNT Telecom and TIM Telecom

**Position:** Director **Why left:** End of RFPs

**Begin:** 06/2010 **End:** 06/2011

**Job Description:**

* Establish partnership with vendor and local SI in Brazil for OSS project in TIM Telecom.
* Work with the vendor and SI to response an OSS RFP for TIM Telecom.
* To response the whole OSS/ESB RFP involving Activation(Oracle-ASAP), Order Management(Oracle-OSM), Inventory of Internal Plant(Oracle-MSS-ISP) Inventory of External Plant(GE-PNI), Network Planning(Oracle-NetIntelligence), Network Reconciliation(Oracle-NetIntegrity), Network Discovery(Oracle-NetIntegrity), GIS(GE-SmallWorld and ESRI), Trouble Ticket (Oracle-MSS-TMS and BMC-Remedy) and Interface(MS-Biztalk and Oracle-Foundation Pack) for a UNE Telecom on Colombia. We won this RFP.
* To response the whole OSS/BSS/ESB/BPM RFP involving Activation(Oracle-ASAP), IP Activation(Oracle-IPSA), Order Management(Oracle-OSM), Inventory of Internal Plant(Oracle-MSS-ISP), Inventory of External Plant(CPqD-External Plant, GE-PNI, ESRI and InterGraph), Work Force (CPqD-WorkForce and Oracle-Service Field), Network Planning(Oracle-NetIntelligence), Network Reconciliation (Oracle-NetIntegrity), Network Discovery(Oracle-NetIntegrity), Trouble Ticket (BMC-Remedy), Billing (Oracle-BRM), Interconnection (SubexZure-Concilia), Service Assurance/Management(IBM-Tivoli-NetCool-Omnibus, BMC-ProactiveNet, BMC-Entuity Eye), ESB(Oracle-OSB and Oracle-AIA for Comms), BPM(Oracle-BPM), and Reporter(Oracle-OBBIE) for a CNT Telecom on Ecuador. The client didn’t accept the RFP invitation transfer, from the Oracle to the Tecnocom.
* Organize, manage, and present/demonstrate the functional/technical MVNO solution of partner/prospect/client workshops.
* Organize, manage, and present/demonstrate the functional/technical Bank solution of partner/prospect/client workshops.

**Company:** eCase **Clients:** Accenture

**Position:** Director **Why left:** Project ended.

**Begin:** 02/2010 **End:** 06/2010

**Job Description:**

* Develop and cultivate long-term relationships with customers at senior levels.
* Lead and manage teams in the delivery of OSS/BSS Consulting and Integration, establishment of methodologies, best practices, and approaches in the OSS area.
* Sell OSS Consulting and Systems Integration engagements.
* Support functional/technical of Oracle OSS Products.

**Company:** Oracle

**Clients:** Oi Telecom-Brazil, Brazil Telecom, Telefonica-Brazil, Tim-Brazil, Claro-Peru, UNE-Colombia, CANTV, Huawei, Pricewaterhouse Coopers, Accenture, …

**Position:** Principal Pre-Sales **Why left:** Market Recession

**Begin:** 01/2009 **End:** 01/2010

**Job Description:**

* Visits clients to carry out discoveries/requirement understanding of the customers' strategic issues which affect Oracle within the OSS sphere.
* Articulate clearly the benefits of the Oracle products value proposition to senior decision-makers within the Oracle customers and prospects.
* Develop and cultivate long-term relationships with customers at senior levels.
* Develop the relationship aiming to achieve trusted partner / trusted adviser status.
* Managing OSS/BSS RFx’s independently giving feeds back requirements from RFx’s to Product Management and other parts of the Oracle organization to ensure that the technical content of proposals is correct.
* Work in conjunction with global Product Marketing to develop durable tools for use by the sales team like ROI calculation tools, PowerPoint presentation and product demonstrations, proposal with value proposition and ROI on products/service offered.
* Work with OSS/BSS technical and business expert clients to identifying and define business, functional, and technical requirements/issues within the customer organization and to feedback information as appropriate to the product managers.
* Formulate the best cost-effective business-technical solutions for Oracle´s OSS/BSS products opportunities.
* Part of dedicated group of OSS experts covering all functional, technical, implementation and integration training, hardware and third-party software, marketing and commercial aspect domains.
* Work in a cross functional team consisting of commercial, technical and marketing staff to provides full sales and technical support.
* Working with global product management teams to influence future Oracle´s OSS products direction into the understood of the industry trends & needs and how the Oracle OSS Product portfolio is addressing these needs.
* Technical arm to the sales team giving technological credibility during the sales process scoping client requirements.
* Lead and manage teams in the delivery of OSS/BSS Consulting and Integration, establishment of methodologies, best practices, and approaches in the OSS area.
* Support technical (pre-sales) interaction with contacts at all levels within a prospect/client prior to the sale being achieved for new opportunities. Developing and delivering customer focused presentations, and support on product road shows and trade shows, and demonstrations on the Oracle proposed OSS/BSS solution set(products and services) as they apply to the customer’s/prospect’s problems and needs.
* Analyze Identify, Qualify and Target new sales opportunities lead and communicate such to the sales team.
* Organize, manage, present / demonstrate the functional/technical content of product of partner/prospect/client workshops, meetings and conference calls.
* Deep-dive present and demos of Order Management (OSM), Activator (ASAP) and Inventory (UIM). Articulate the functionality and benefits of the solution to the prospective client’s decision-making unit.
* Set-up the OSS account direction and the development approaches for leveraging our OSS Consulting and System Integration capabilities into the customer accounts, and sell the OSS Consulting and the Systems Integration engagements.
* Order Management (OSM) PoC for Numeric Portability using a real client process.
* Sale of 1 Order Management (OSM) for a Telecom on Peru (Claro).

**Company:** Wedo **Clients:** Oi Telecom (Telemar)

**Position:** Technical Manager **Why left:** Project ended.

**Begin:** 12/2008 **End:** 01/2009

**Job Description:**

* Technical and functional coordinator of WeDo product RAID (Revenue Assurance) Upgrade, using Shell Script, Java e PLSql.
* Technical coordinator of Test Automations e Performance Test Automation of RAID (Revenue Assurance) Upgrade.
* Presentation of Status Report to Manager and costumer.

**Company:** eCase **Clients:** Accenture and other

**Position:** Director **Why left:** Project ended.

**Begin:** 09/2007 **End:** 12/2008

**Job Description:**

* Develop and cultivate long-term relationships with customers at senior levels.
* Lead and manage teams in the delivery of OSS/BSS Consulting and Integration, establishment of methodologies, best practices, and approaches in the OSS area.
* Sell OSS Consulting and Systems Integration engagements.
* Support functional /technical of Oracle OSS Products.
* Schedule and Time Management of Website Automation.
* Technical and functional quality management of Website Automation.

**Company:** Accenture **Clients:** Oi Telecom (Telemar)

**Position:** Technical Manager **Why left:** Project ended.

**Begin:** 01/2006 **End:** 08/2007

**Job Description:**

* Gathering the customer requirements to automate customer internal process (Call Center, Operation, Planning, NOC, etc.).
* Migrate of Network Element data from legacy systems to the new Inventory system
* Modeling and building templates (equipment: container, shelves, cards, etc.) with Granite
* Technical specification of an OSS design and assign automation piece for TC DATA, ADSL services and IP Connect using the Requisite Pro/XDE.
* Technical design and development of an automatic OSS provisioning structure.
* Technical and functional design and development of a ATM Circuit of the B-RAS (Alcatel) inventory control web system development, using Java, Jsp, PLSql (Oracle) and WebLogic.
* Technical and functional coordinator of a Order Management (Expediter) / Inventory (DesigVcc) interface system development, for ATM network’s VPI/VCI automatic designation, using Java, JScript and PLSql (Oracle).
* Technical and functional coordinator of a Order Management (Expediter) / LDAP server automatic interface system development, for user configuration, using Java and JScript.
* Technical and functional coordinator of a Order Management (Expediter) / Huawei network automatic interface system development, for path and port activation, using Shell Script and JScript.
* Technical and functional coordinator of a Order Management (Expediter) / Alcatel network automatic interface system development, for path and port activation, using Shell Script and JScript.
* Technical and functional coordinator of up-stream (Order Management/inventory) and down-stream (Alcatel/Huawei NEs) connector development, for network automatic activation, using Java.
* Technical and functional specification methodology coordinator of those above mentioned systems development, using IBM-Requisite Pro /XDE.
* Support team coordinator to ongoing production entry phase of Alcatel, Huawei, Siemens and ZTE networks inventory (Granite) and Order Management (Expediter).
* Pre-sales/sales support and prospection to Accenture’s client new demands.
* Management and control of SLA through Remedy (ARS) for the OSS environment.
* Fault Management of Network Element and OSS System using HP-Open View.

**Company:** Accenture **Clients:** Oi Telecom

**Position:** Telecom Consultant **Why left:** Project ended.

**Begin:** 06/2005 **End:** 12/2005

**Job Description:**

* Java development of Vitria (EAI) Data Model and Process Model.
* BLL’s(Pre-paid platform) Business rules development, using Telcordia/Ericson IN Framework to Nokia NEs.
* Technical specification and UML documentation of above mentioned applications using the Requisite Pro/XDE.

**Company:** Accenture **Clients:** Brazil Telecom

**Position:** Telecom Consultant **Why left:** Project ended.

**Begin:** 01/2004 **End:** 05/2005

**Job Description:**

* ASAP NEs activation cartridges development, using State Table and Java language.
* Integrated tests coordinator of 25 systems: Clarify (CRM), SAC (Customer Legacy Mainframe), OMS (Order Management), ASAP (Activation), Geniva (Billing), MicroSiga (PoS), SAP (ERP), Vitria (EAI), SGE (Work Force), SISTEF (Financial Legacy Mainframe), Virtual Store, among others.
* Technical lead of Virtual Store development.
* Production on-site centralized support coordinator for CRM and GSM provisioning solutions.
* Management and control of SLA through Remedy (ARS) for the OSS environment.
* Fault Management of Network Element through HP-Open View.

**Company:** HP and Accenture **Clients:** Brazil Telecom

**Position:** Telecom Consultant **Why left:** Project ended.

**Begin:** 06/2002 **End:** 12/2003

**Job Description:**

* Process Design into the OSM/OMS (Order Management).
* OSM/OMS (Order Management) / ASAP (Activation) interface development, using Java/JMS.
* OSM/OMS (Order Management) / Objectel (Inventory) interface development, using C++.
* Shell Scripts development for integrated tests automation processes.
* Clarify (CRM), SAC (Legacy Mainframe), OSM/OMS (Order Management), Objectel (Inventory) and ASAP (Activation) integration tests.

**Company:** HP(EDS) and Bull **Clients:** Embratel

**Position:** Telecom Consultant **Why left:** Project ended.

**Begin:** 06/2001 **End:** 06/2002

**Job Description:**

* Java, JSP and JScript developments for AdFac (Provisioning) project.
* ASAP (Activation) development team coordinator.
* Technical and operational polling of provisioning activation requests for ASAP (Activation).
* Specification and development of up-stream(SRP) and down-stream (NEP) ASAP’s automatic provisioning activation components, using C and State Table language.
* Specification and development of NE’s blacklist system, using Java and C, trough ASAP (Activation).
* Maintenance and optimization of Arbor (Billing) programs, using C (ansi), PL-SQL and Shell Script.
* Fault Management of Network Element through HP-TMIP.

**Company:** DBA and Accenture **Clients:** Oi Telecom (Telemar)

**Position:** Telecom Consultant **Why left:** Project ended.

**Begin:** 01/2001 **End:** 05/2001

**Job Description:**

* Development of connector interface on the Vitria (EAI) using Java, CORBA, ..
* Analysis and development of Billing and Co-billing systems component using C (ansi), Shell Script and PL-SQL.

**Company:** GloboSat (PayTV) **Clients:** GloboSat (PayTV)

**Position:** Intranet Systems Lead **Why left:** Seeking new challenges

**Begin:** 04/1992 **End:** 01/2001

**Job Description:**

* Television and administration system’s coordinator, developer and maintainer, using Java, C++, Delphi, Smalltalk, Dev2000, Visual Basic, Visual Object, Clipper, Fox-Pro and Dbase III-plus among others.
* Web system’s coordinator, developer and maintainer, using JavaScript, ASP and HTML.
* Support department supervisor (Office, Windows, Outlook and Intranet, among others).
* Network physic and logical supervisor (Unix UX-SCO, LINUX, Novell, NT).
* Journalism system supervisor (Basys /AvidStar).
* Control software licenses, server and workstation inventories.
* Create and update policies and procedures as required

**Company:** Synergy **Clients:** GloboSat and other

**Position:** Technical Lead **Why left:** Project ended.

**Begin:** 04/1991 **End:** 12/1999

**Job Description:**

* Java, C++, Delphi, JavaScript, Asp, HTML and VBA coordinator and developer.
* Office, Windows, Outlook and Intranet support supervisor.
* Telecommunication’s install, configuration and maintenance supervisor.
* Access control system coordinator.
* Technical and commercial manager.

**Company:** Olivar dos Santos Cia **Clients:** Olivar dos Santos Cia

**Position:** Senior Developer **Why left:** The subsidiary closed.

**Begin:** 02/1990 **End:** 03/1991

**Job Description:**

* ERP system development using Turbo Pascal.

**Company:** Cloral Ind. Prods. Quims **Clients:** Cloral Ind. Prods. Quims

**Position:** Senior Developer **Why left:** Seeking new challenges

**Begin:** 06/1985 **End:** 02/1990

**Job Description:**

* ERP system (accounting, HR, payroll, receive/pay accounts, financial, purchasing, inventory and tax) development using OO Pascal for MAC (Macintosh SE) platform.
* Accounting and managerial support to company’s directors and partners.

**PERSONAL DETAILS**

**Marital status:** Single **Birth date:** 09/17/1971 (41 years)

**Nationality:** Brazilian (Rio de Janeiro) **Preferred Location:** I can stay in any city

**Expected Salary:** Regular Director Salary + Package **Expected Area:** Sales or Delivery

**Current Base:** Brazil (Rio de Janeiro)