



## Europass Curriculum Vitae

### Personal information

Surname / First name **Bravo, Paulo**  
Address London, United Kingdom  
E-mail paulo[at]paulobravo.com  
Website <http://www.paulobravo.com>  
Nationality Portuguese  
Gender Male

### Desired employment / Occupational field

#### Application Support Engineer

Dates 02/2013 → Present  
Occupation or position held Application Support Analyst at MailOnline  
Main activities and responsibilities Investigate and analyse application support incidents through to root cause and fix.  
Develop automation processes (scripts, desktop and web applications) used by different teams.  
Proactively monitor services and respond to alerts raised by customers and monitoring systems, ensuring the availability and performance of the various Content Management Systems (CMSes) and their users.  
Maintain application availability and performance.  
Perform scheduled code releases and configuration changes to websites, CMS systems and content delivery networks.  
Maintain user accounts and security for Mail Online.  
Maintain working knowledge of all computer related systems and software to facilitate troubleshooting and repairs. Keep abreast of new computer-related technology that will assist Mail Online.

#### Technologies used:

Java, Bash Shell Scripting, Perl, PHP, HTML, Javascript  
Oracle, PL/SQL, Elasticsearch  
Stingray Traffic Manager / Load Balancer, TrafficScript  
Akamai Technologies (Internet content delivery network)  
Cloud services: Amazon Web Services (AWS), Joyent  
Jira, Confluence, Newrelic, Nagios, VisualVM  
WPS, CMS  
Platforms: Solaris, Linux, Windows

Name and address of employer Associated Newspapers Limited – <http://www.dailymail.co.uk>  
Northcliffe House  
2 Derry Street  
London W8 5TT  
United Kingdom  
Type of business or sector Media Production

Dates	11/2010 → 02/2013
Occupation or position held	Application Support Engineer / Software Developer at Victor Chandler International
Main activities and responsibilities	<p>Support of the network of database-driven websites (and their communication with third parties), assuring their availability.</p> <p>Application Support of in-house business applications.</p> <p>Problem diagnosis and resolution of both emergency and non-emergency problems.</p> <p>Coding of software fixes in the production environment (Java).</p> <p>Investigate and provide solutions to issues raised by different departments (Service Desk, Contact Center, SAS, Traders, Security, Elite, Games, Affiliates, Rails, Mobile).</p> <p><b>Technologies used:</b>  Java, Bash Shell Scripting, Perl, Eclipse, SoapUI, HTML, Javascript  Oracle, SQL, Toad, DBVisualizer  PION (atomiclabs), Splunk,  Track-It!, Nagios, Jira, Sharepoint, Atlassian Confluence  Platforms: Windows, Solaris, Linux</p> <p><b>Voluntary:</b>  Fire Warden (basic safety and fire protection certificate, from Gibraltar City Fire Brigade)  First Aider (first aid at work certificate, from HeartStarterz, Gibraltar)</p>
Name and address of employer	<p>Victor Chandler International – <a href="http://www.betvictor.com">http://www.betvictor.com</a>  Leanse Place  50 Town Range  Gibraltar</p>
Type of business or sector	Gambling & Casinos
Dates	03/2010 → 11/2011
Occupation or position held	Senior IT Consultant at Ministry of Finance
Main activities and responsibilities	<p>Member of the operations and support team of the applications used in the finance delegations (thousands of simultaneous users) - guarantee access to the applications</p> <p>Monitoring, installation and configuration of weblogic instances</p> <p>Scripts development to automate processes.</p> <p>Attending Oracle Workshops (Monitoring, PerformanceTunning)</p> <p><b>Technologies used:</b>  Weblogic 8.X, 9.X, 10.X  Linux, Unix, Solaris, Windows  Bash Shell Scripting, Php, Perl, Python, WLST</p>
Name and address of employer	<p>GFI Portugal - <a href="http://www.gfiportugal.com">http://www.gfiportugal.com</a>  Avenida 5 de Outubro, N° 35, 6° andar  1050-047 Lisbon (Portugal)</p>

Dates	17/03/2009 → 31/01/2010
Occupation or position held	Senior IT Consultant at Social Security
Main activities and responsibilities	<p>Team member of the “Solidarity Complement for the Elder” development team, at the Statistics and Computers Institute, of the Social Security.</p> <ul style="list-style-type: none"> <li>• Implementation of new features of an existing application (used by dozens of social security workers).</li> <li>• Solving of the application errors, reported by the testing team.</li> <li>• Application testing and maintenance</li> </ul>
Name and address of employer	<p>Technologies used:  <b>Java, Oracle (SQL Developer), Eclipse, Track Record, PVCS (version control)</b>  Methodology used:  <b>Rational Unified Process (RUP) – UML , Business Rules, ...</b></p> <p>Edge Innovation - <a href="http://www.edgeinnovation.pt/">http://www.edgeinnovation.pt/</a>  Av. da Liberdade 227, 9º, Lisbon (Portugal)</p>
Dates	01/05/2008 → 16/03/2009
Occupation or position held	Senior IT Consultant at Euritex
Main activities and responsibilities	<ul style="list-style-type: none"> <li>• Team member of the Java custom Electronic Public Hiring development team.</li> <li>• Development of the user interface (Struts2, JSP), and the logic layer (Java, Hibernate).</li> </ul>
Name and address of employer	<p>Technologies used:  <b>Java, Struts 2, Hibernate, Weblogic 8.1, XML, CSS, HTML, JavaScript, Oracle 10G, Eclipse</b></p> <p>WeDo Technologies - <a href="http://www.wedoconsulting.com">http://www.wedoconsulting.com</a>  Edifício Picoas Plaza, Rua do Viriato, 13E núcleo 6 - 4º andar, Lisbon (Portugal)</p>
Dates	01/08/2007 → 30/04/2008
Occupation or position held	Senior IT Consultant at Euritex
Main activities and responsibilities	<ul style="list-style-type: none"> <li>• Design and implementation of Multimedia Services for Micropayments and mass calling platforms, used by TV contests production team (Sic Television - <a href="http://www.sic.pt">http://www.sic.pt</a> ).</li> <li>• Development of web-based Multimedia Services support applications (e.g. Televoting) with the use of open source Asterisk VoIP technology and web development technologies, with significant database integration.</li> </ul>
Name and address of employer	<p>Technologies used:  <b>PHP, HTML, XAjax, XML, Javascript, MySQL, SQL Server, T-SQL, Perl, Asterisk</b></p> <p>Euritex ( <a href="http://www.euritex.com">http://www.euritex.com</a> )  Av. Miguel Bombarda 117, piso 1, Lisbon (Portugal)</p>
Dates	01/01/2007 → 31/07/2007
Occupation or position held	Senior IT Consultant at Euritex
Main activities and responsibilities	<p>Portuguese triple play operator</p> <ul style="list-style-type: none"> <li>• <b>Application support</b> for an in-house CRM</li> <li>• Analyses for an in-house CRM, defining and implementing automated procedures to handle common trouble ticket scenarios.</li> </ul>
Name and address of employer	<p>Technologies used:  <b>Java, SQL Server, T-SQL (stored procedures), Atlassian Confluence and Jira</b></p> <p>ArTelecom - <a href="http://www.artelecom.pt">http://www.artelecom.pt</a>  Doca de Alcântara Norte, Edifício Diogo Cão, Lisbon (Portugal)</p>
Type of business or sector	Telecommunications

Dates	01/08/2006 → 31/12/2006
Occupation or position held	Senior IT Consultant at Euritex
Main activities and responsibilities	<ul style="list-style-type: none"> <li>• Member of the development team of a in-house CRM</li> <li>• Participation in the development focusing on the Order Entry components</li> </ul>
Name and address of employer	Technologies used: <b>Java (Swing), SQL Server 2000/2005</b> ArTelecom - <a href="http://www.artelecom.pt">http://www.artelecom.pt</a> Doca de Alcântara Norte, Edifício Diogo Cão, Lisbon (Portugal)
Type of business or sector	Telecommunications
Dates	01/01/2005 - 31/07/2006
Occupation or position held	IT Consultant - Software Developer
Main activities and responsibilities	<ul style="list-style-type: none"> <li>• hiQ 8000 Softswitch development member</li> <li>• Worked with Siemens Communications development team based in Portugal on the hiQ8000 Siemens product, on both client and server side, with 2-month initial training in Boston, USA. Project shared between Greece and USA.</li> </ul>
Name and address of employer	Technologies used: <b>Java Swing, SQL, XML, Clear Case, Corba, SNMP</b> Siemens AG - <a href="http://www.siemens.pt">http://www.siemens.pt</a> Rua Irmãos Siemens, 1, Alfragide, Lisbon (Portugal)
Type of business or sector	Telecommunications
Dates	01/01/2004 - 31/12/2004
Occupation or position held	Software Developer
Main activities and responsibilities	<ul style="list-style-type: none"> <li>• Implementation of an advanced search engine, in a project with European Space Agency (<a href="http://www.esa.int">http://www.esa.int</a>) and GTD (<a href="http://www.gtd.es">http://www.gtd.es</a>): <a href="http://www2.uninova.pt/ca3/en/project_EOKES.htm">http://www2.uninova.pt/ca3/en/project_EOKES.htm</a></li> <li>• Implementation of a client/server application.</li> </ul>
Name and address of employer	Technologies used: <b>Java (J2EE: JSP, servlets), HTML, Javascript, XML, Apache/Tomcat, JBoss, Prótegé, OWL (for the representation of ontologies), C#, .NET, SOAP</b> UNINOVA/CRI/CA3 - <a href="http://www.uninova.pt/ca3/">http://www.uninova.pt/ca3/</a> Faculdade de Ciências e Tecnologia, Monte da Caparica (Portugal)
Type of business or sector	Research Center/University
<b>Education and training</b>	
Title of qualification awarded	Post Graduation in Computer Science
Principal subjects / occupational skills covered	Subjects completed: Databases and data warehousing, network security, multimedia programming, web information systems technology. 2 disciplines to finish.
Name and type of organisation providing education and training	FCT/UNL - <a href="http://www.fct.unl.pt">http://www.fct.unl.pt</a> (Science and Technology Faculty/New University of Lisbon) Faculdade de Ciências e Tecnologia, Monte da Caparica (Portugal)
Dates	01/09/1996 - 30/06/2004
Title of qualification awarded	Computer Science 5 years Degree
Name and type of organisation providing education and training	FCT/UNL - <a href="http://www.fct.unl.pt">http://www.fct.unl.pt</a> (Science and Technology Faculty/New University of Lisbon) Faculdade de Ciências e Tecnologia, Monte da Caparica (Portugal)

**Personal skills and competences**

Mother tongue(s)

**Portuguese**

Other language(s)

Self-assessment  
European level (\*)

**English**  
**French**  
**Spanish**  
**German**

Understanding				Speaking				Writing	
Listening		Reading		Spoken interaction		Spoken production			
C2	Proficient user	C2	Proficient user	C1	Proficient user	C1	Proficient user	C1	Proficient user
B1	Independent user	B1	Independent user	A2	Basic User	A2	Basic User	A2	Basic User
C2	Proficient user	C1	Proficient user	C1	Proficient user	C1	Proficient user	B1	Independent user
A1	Basic User	A1	Basic User	A1	Basic User	A1	Basic User	A1	Basic User

(\*) [Common European Framework of Reference \(CEF\) level](#)

Social skills and competences

Team spirit; Good ability to adapt to multicultural environments.

Computer skills and competences

Application support, System administration, Development.  
Java (Swing), J2EE (JSP, Servlets), Struts 2, JavaScript, PHP, XAjax, HTML, XML, CSS, PERL, Shell script, C#, UML  
Apache/Tomcat, JBoss, Weblogic  
MS Sql Server, Oracle, MySql, SQL, T-SQL, Databases design and implementation  
Eclipse, Netbeans, CVS, PVCS, Clear Case, Test Director, Track Record, Jira, Confluence  
Windows, Solaris, Linux/Unix (including shell programming).

Driving licence(s)

Category B vehicle.

**Additional information**

**Publication**, during graduation final project:

*"An ontology to support knowledge enabled services on earth observation"*; A. Pereira, R. A. Ribeiro, P. A. Sousa, M. Pantoquilha, **P. Bravo**, A. Falcão, S. D'Elia; UNINOVA - CRI/CA3, ESA/ESRIN

[http://rssportal.esa.int/img/wiki\\_up/image/Events/2004\\_ESA-EUSC/Ar18\\_Pereira.pdf](http://rssportal.esa.int/img/wiki_up/image/Events/2004_ESA-EUSC/Ar18_Pereira.pdf) (Article)

<http://adsabs.harvard.edu/abs/2004ESASP.553E...5P> (Abstract)

**Graduation Final project** - Semantic Server:

<http://centria.di.fct.unl.pt/~jmp/page6/page15/assets/BSC-PauloBravo.pdf>

**Workshops attended** (May, 2010):

Course WLS-A22-100-01 - BEA WebLogic Server 9/10: *Advanced System Administration*

Course WLS-A33-100-FE - BEA WebLogic Server 9/10: *Troubleshooting Methodologies*

Course WLS-A73-100-01 - BEA WebLogic Server 9/10: *WebLogic Server Diagnostic Framework*

Course WLS-A75-100-01 - BEA WebLogic Server 9/10: *Performance Tuning*

**Language courses:**

2003 Apr-Jun Basic German (37 hours), IPFEL, FCT/UNL Campus

1995 Aug English (1 month), EF International Language Schools, San Diego, CA, USA

1993 Aug English (2 weeks), EF International Language Schools, Cambridge, UK

References available upon request.