+61404944546   illmrpinheiro@gmail.com

Details

- Qualified Teacher
- Have worked from Secondary Level onwards -   Teaching (Mathematics, Computer Science with Mathematics, Computer Science, English, Translation, Portuguese, and others)
- Qualified Researcher
- Qualified Optimizer of Systems/Systems Analyst
- Qualified Translator English/Portuguese
- Amongst others
- More than 15 years of experience in tailored delivery of courses
- 3 years of experience in Management (I.T. Environment, support to top governmental authority - varying between third from top to fourth in the period of 2 years; Course Environment - second in charge, short contribution to organization and marketing - less than 6 months; Building and community of the building - 6 months, 2nd in charge. Allied to classroom management and organization of extra-curricular activities from own initiative, including delegation of powers)
- More than 15 years of work as a service provider, having to perform tasks ranging from Marketing/Sales to actual customer service, using various means of communication, or interface, including telephone

Management history (main experiences)

- **1992**
  PGM

  I started in the sector pretty much on my own, and had to perform needs analysis, inform top management about results, deal with support, and etc., almost on my own all the time. Because I organized things, got all the needs listed, and was able to propose a way of healing them, I was then rewarded with some staff around me. With that staff, we were able to work in a range of projects, ranging from the healing of the need of the own sector, with a telephone that would not stop ringing for basic problems at the beginning, to applications of highly complex nature, such as the assets and administrative management system, which I developed myself as well. My major contributions there were definitely related to the creation of a course of mixed nature to diminish the need of our helpdesk support. The course was entirely proposed by me, approved by top management, written and planned by me, and taught, in its vast majority, by me. 80% of decrease in call logging and need of helpdesk service were the results.

- **1998**
  Rocha Building

  I was second in management. I did hold a personal interest in the position, which was improving the building so that I would get a good price on my own apartment, which was reaching only 30k before my management experience. Basically, as I assumed, I got to fix and improve the lobby of the building, the behaviour and performance of our staff at the reception/security, and that, allied to a few other proposals of others as well, defended by me, lifted the price to my intended mark, 50k, that is, 20k more. I got that increase in a time frame as low as 6 months, which is seen as extraordinary by everyone else. I had also performed improvements in the inside of the property but even with those improvements, the price given by the market was 30k, so that what really made the difference was my work in the management, which got to increase the value of every apartment in it, not only mine, benefiting the whole community in the building complex.

Qualifications (relevant for the position)

- **Systems Analyst (PG Dip);**
- **Logic Researcher (PG Dip);**
- **Security Course.**

Professional statement

The intended result of any professional process is top outcome, according to the Ethos of the profession involved, for all parts of the own process. My share is maximum optimization of my individual contribution to that end. The Ethos of any profession does not come from the practice of it, but from severely comprehensive research and study performed in all subtleties of the process itself, from which one share is the actual practice.

References

Available from Smart Teachers upon request.