

PERSONAL INFORMATION



João Ricardo Brandão Caetano

📍 private information (Portugal)
☎️ (+351) 000 000 000 📠 (+351) 000 000 000
✉️ jrcaetano@gmail.com; joao.caetano@novabase.pt
🔗 <http://jrc.pt> <https://www.linkedin.com/in/jrcaetano>
💬 Skype jrbcaetano | Google Hangout jrcaetano
Sex Male | Date of birth 26 Feb 1982 | Nationality Portuguese

POSITION

CRM - CX & Digital Channels Architect

WORK EXPERIENCE

18/10/2010–Present

CRM & Digital Channels Architect

Novabase
Avenida Dom João II, Lote 1.03.2.3, Parque Das Nações, 1990-096 Lisboa (Portugal)
www.novabase.pt

2017-present: Associate Specialist
2012-2016: Senior Professional (CRM Senior Consultant)
2010-2011: Professional (CRM Consultant)

Roles:

- Siebel CRM Developer
- Siebel CRM Technical Analyst
- Siebel CRM Functional Analyst
- Siebel CRM Solution Designer
- Project Technical Lead
- Team Leader
- Solution Architect
- Project Manager
- Head of XRM for NB FSI

Business or sector Information and communication

01/08/2005–15/10/2010

CRM Consultant

Wedo Technologies
Edifício Picoas Plaza Rua do Viriato, 13E, ncl 6 - 4º floor, 1050-233 Lisboa (Portugal)
www.wedotechnologies.com

2009-2010 - Consultant III
2007-2008 - Consultant II
2006 - Consultant I
2005 - Junior Consultant II

Roles:

- Siebel CRM Developer
- Project Technical Lead

Business or sector IT Provider

EDUCATION AND TRAINING

01/02/2015–05/02/2015

R9 Sales Cloud Implementation Training Partner Training

Oracle, Lisboa (Portugal)

Contents:

- Oracle Sales Cloud Overview
- Oracle Sales Cloud Provisioning Security
- Initial Setup for Sales Cloud Resources (Users)
- Security - Authorization
- Implementation Process and Tools
- Introduction to Sandboxes and Composers Scripting
- Extending the Application (Web Services, Audit Trail)
- Migrating Setup and Customizations
- Territory Management
- Account and Contact Management
- Data Quality
- Lead Management
- Opportunity Management
- Forecasting
- File Import
- Mobile Implementation
- Implementing Analytics in Sales Cloud

01/06/2014–15/06/2014

Oracle Siebel Open UI

Oracle, Lisboa (Portugal)

Part 1: Siebel Open UI Foundations - D80347GC20

- Course Introduction
- Introducing Siebel Open UI
- Siebel Open UI Architecture
- Configuring Manifests
- Customizing the Presentation Model
- Customizing the Physical Renderer
- Debugging
- Style Sheets and Open UI Themes
- Siebel Mobile Applications
- Siebel Disconnected Mobile Applications

Part 2: Siebel Open UI Adv JavaScript API

- Course Introduction
- Overview of Open UI Customization
- Administer the Manifest
- Using jQuery

- Customizing a Presentation Model for a From Applet
- Customizing a Physical Renderer for a Form Applet
- Presentation Model / Physical Renderer Interaction
- Debugging
- Customizing a List Applet
- Customizing of Non-Applet Objects
- Using External Libraries and Web Sites
- Siebel Business Services and Profile Attributes
- Using Siebel Tools with Siebel Open UI
- User Preferences
- Configuring Siebel Mobile Views
- Deploying to a Production Environment

01/02/2013–13/02/2013

Oracle Fusion CRM - Product Labs

Oracle, Lisboa (Portugal)

- Fusion Applications CRM Introduction
- Fusion Applications CRM Customer Model Introduction
- Fusion Applications CRM Customer Center Introduction
- Fusion Applications CRM Customer Data Management Introduction
- Fusion Applications CRM Functional Setup Manager Introduction

01/10/2012–05/10/2012

Project Management BootCamp - Delivery Best Practices

Aventia & Novabase, Sesimbra (Portugal)

- Introduction
 - SGI (Sistema de Gestão Integrado da Novabase) and Internal Processes
 - Concepts
- Project Management Disciplines
 - Project Management Framework
 - Scope Management
 - Risk Management
 - Management Skill for Project Management
 - Project Management simulation
 - Team building
 - Role Plays
 - Delivery Management
 - Project intatiation
 - Frameworks
 -
- Delivery Management Process
 - Planning
 - Execution Control
 - Closing

- Qualification exam: Project Mgmt
 - Qualification exam

01/09/2012 **IPMA Certification Preparation**

Rumos, Lisboa (Portugal)

Contents:

- The IPMA Exams
- Contextual Competences
- Technical Competences
- Behavioral Competences

01/09/2012–18/12/2012 **Certificate of Pedagogical Competencies**

Rumos, Lisboa (Portugal)

Contents:

- Trainer: System, Contexts and Profile;
- Trainer: Contexts of Intervention;
- Learning, Creativity and Entrepreneurship;
- Initial Pedagogical Simulation;
- Preparation and Implementation of Simulations;
- Improvement's analysis and Project;
- Communication and Dynamics of Groups in Training;
- Relational Behavior and Communication;
- Training's context on Diversity;
- Pedagogical Strategies and Methodologies;
- Methods and Pedagogical Techniques;
- Teaching and Learning Inclusive and Differentiated;
- Operational Training: Plan to Action;
- Skills and Operational Gals;
- Design Process Training and Learning;
- Didactic Resources and Multimedia;
- Exploration of Teaching Materials;
- Building Multimedia Presentations;
- Collaborative Learning Platforms;
- Platforms: Purposes and Functions;
- Virtual Learning Communities;
- Evaluation of Training and Apprenticeships;
- Evaluation: Quantitative and Qualitative;
- Evaluation: Training the Work Context;
- Pedagogical Simulation Final;
- Preparation and Implementation of Simulations;
- Analysis and Forecasting Technical - Pedagogical.

02/01/2012–05/01/2012

Oracle Real-time Decisions

Oracle, Lisboa (Portugal)

- Inline Service
- RTD Entities
- Rules and Eligibility
- Scoring Models
- Predictive Models
- RTD Solutions Implementation

08/2010–08/2010

EPM Fundamentals

Ogimatech (Radius), Lisboa (Portugal)

- Project Management
- Scope Mgmt Intro
- Calendar Mgmt Intro
- Risk Mgmt Intro

02/2010–02/2010

Oracle Database: Program with PL/SQL

Oracle, Lisboa (Portugal)

Introduction

- Declare PL/SQL Identifiers
- Write Executable Statements
- Interaction with the Oracle Server
- Control Structures
- Composite Data Types
- Explicit Cursors
- Exception Handling
- Stored Procedures
- Stored Functions and Debugging Subprograms
- Packages
- Deploying Packages
- Implement Oracle-Supplied Packages in Application Development
- Dynamic SQL
- Design Considerations for PL/SQL Code
- Triggers
- Creating Compound, DDL, and Event Database Triggers
- PL/SQL Compiler
- Manage Dependencies

03/2008–10/2008

Siebel University – eLearning Modules

Siebel University, Online

- Siebel 7 Assignment Manager: Bundle

- Siebel Consultant Core Practice Exam (Success)
- Siebel Call Center 7.7 Fundamentals
- Siebel Sales 7 Fundamentals
- Siebel Workflow 7 (Technical)
- Communications Infrastructure for Siebel Applications (7, Technical)
- Leading Practices in Siebel Operations: Monitoring and Maintenance (7.7, Technical)

02/2006–10/2006

Siebel, Online

- Siebel Call Center 7 Fundamentals
- Siebel eChannel 7 (Technical)
- Siebel Workflow 7 (Technical)
- Siebel 7 Assignment Manager Part One
- Siebel 7 Assignment Manager Part Two
- Integrating Siebel Communications, Media, and Energy 7 with Application Networks (Fundamental)

09/2006–06/2007

International House, Lisboa (Portugal)

- Grammar
- Vocabulary
- Pronunciation
- Idiom distinction
- Complex Verbs

08/2005–07/2006

CEPEI (Curso de Especialização Profissional em Engenharia Informática)

Faculdade de Ciências da Universidade de Lisboa, Lisboa (Portugal)

10/2000–07/2005

Informatics Engineering Degree

Faculdade de Ciências da Universidade de Lisboa, Lisboa (Portugal)

The degree in Informatics Engineering matches the enormous challenges of imagination, creativity and technological innovation imposed by society and the labor market in the European Economic Area.

This degree from the Computer Science Department at FCUL acquired, at national level, a level of quality as one of the best in the country in its domain. This extremely positive context results of a continuous improvement process with the goal of bringing consistently the best and latest scientific and technical knowledge to the demands of the most qualified market.

Our degree in Informatics/Computer Science is hinged with a Masters in Computer Engineering, making a coherent product of five years training required to perform the professional activity of a computer engineer.

Skills: Design, development, operation and management of software systems and their components: operating systems, information systems, intelligent systems and computer networks; application of theories, principles and solutions of software engineering, multimedia, computer graphics, information security, human-computer interaction and robotics to all domains of economic and social activity.

PERSONAL SKILLS

Mother tongue(s) Portuguese

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	B1	B2	C1
Spanish	B1	A2	A1	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
- Good communication skills gained through my experience as trainer, team leader and project manager.
 - Good negotiation skills gained through constant dealing with teams and customers as a consultant

Digital competence	SELF-ASSESSMENT				
	Information processing	Communication	Content creation	Safety	Problem solving
	Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital competences - Self-assessment grid