

IDENTIFICATION:

NAME : Luís Miguel Torres Gavinhos	MILITARY SERVICE: Reserve forces
ADDRESS : R. Manuel Ferreira de Andrade, Nº29, 10º Dto	DRIVER'S LICENSE: Light passenger vehicles
POSTAL CODE : 1500-416 Lisboa	OWN VEHICLE: YES
CELL PHONE : 93.342.92.91	MARITAL STATE: Single
E-MAIL : luís_gavinhos@yahoo.com	AGE: 35

PERSONAL GOALS :

To triumph in life based on work, archive goals and principles.

CREDENTIALS :

MCDBA – Microsoft Certified Database Administrator on SQL Server 2000
MCSE : Messaging – Microsoft Certified System Engineer on Exchange Server 2003
MCSE – Microsoft Certified System Engineer em Windows 2003
MCSA – Microsoft Certified System Administrator em Windows 2003
MCP - Microsoft Certified Professional
ECDL – European Computer Drive License
ITILF – Foundation Certificate in IT Service Management
CPA – Certify of Pedagogical Aptitude (pedagogical training course for trainers)

PROFESSIONAL EXPERIENCE :

Supervision and management of information systems:

2004 ... Dignity International (Windows XP)
1999 to 2004 NSC - North-South Centre of the Council of Europe (Windows NT 4.0, Exchange 5.5)
1994 to 1997 TVI - Televisão Independente (Novell 3.11, Basys, Archive)

Telecommunications management, including negotiation with the operators:

2003 to 2004 NSC - North-South Centre of the Council of Europe (Voice and data)

Consulting:

1998 to 1999 Cable and Wireless – Eastécnica (Sistema Basys and Archive)

Analysis and programming data base development:

2004 Dignity International (ASP.NET)
1999 a 2004 NSC - North-South Centre of the Council of Europe (MS Access 2000)
1993 a 1993 TVI - Televisão Independente (Clipper)

Training:

1994 a 1997 TVI - Televisão Independente (MS Excel, Internet)

User support:

2004 Dignity International (Windows XP, Office XP, Office 2003 - Outlook 2003)
1999 a 2004 NSC - North-South Centre of the Council of Europe (NT4.0, MS Office 2000 - Outlook 2000)
1999 a 1999 EDS - Electronic Data System at Rank Xerox (Win NT4.0, Novell 4.1, MS Office)
1997 a 1998 MSD - Merck Sharp & Dhome (NT4.0, MS Office)

System Operation:

1992 a 1992 TVI - Televisão Independente (DBase)

Translation:

1998 a 1999 AECOM (Inglês => Português)

COMPUTER SKILLS:

Management : ITILF, MOF; **Servers:** Win Server 2003, Exchange 2003, Win 2000 Server, SMS, Novell 4.1, Novell 3.11, NT Server 4.0, MS Exchange 5.5, IIS, Linux, Ultix;; **Client:** Win XP, Win Me, Win 98, Win 95, Win 3.11, NT Workstation 4.0, Linux; **Networks:** IPX, TCP/IP, Ethernet; **Programming:** VB.NET, ASP.NET, MS Access 2000, VBA, Clipper.

EDUCATIONAL QUALIFICATIONS:

1996 to 1997 Advertising degree from IADE, final GPA: 13 (out of 20)
1992 to 1995 Marketing degree from IADE, final GPA: 13 (out of 20)

IDIOMS:

English: good understanding, good spoken and written.
French: average understanding, average spoken
Spain: average understanding.

COMPLEMENTARY EDUCATIONAL QUALIFICATIONS:

Languages: 1999: 2004 Cambridge School - French
1998: 1998 WALL STREET INSTITUTE, - ENGLISH
IT : 2000 : 2000 Course INSTALLING AND CONFIGURING WINDOWS 2000 FILE AND PRINT SERVERS (MOC)
1998 : 1998 Course ADMINISTERING MS WINDOWS NT 4.0 (MOC)
Others: 1999: 1999 Course PEDAGOGICAL TRAINING COURSE FOR DE TRAINERS



DETAILED PROFESSIONAL EXPERIENCE:

2004.Jun.1

Dignity International

Carried out duties: **IT Officer**

Main responsibilities: supervising and management of the information system, user support in Microsoft environment, maintenance of the computer network, development of the Web project, troubleshooting. Main accomplishments: Has setup the Dignity International office in Strasburg, **France**, including the network, printers, network and Internet

1999.Sep.1 to 2004.May.31

NSC – North South Centre of the Council of Europe

Carried out duties: **Computing Co-ordinator**

Main responsibilities: supervising and managing the information system, user support in Microsoft environment, maintenance of computer network, management of technical support contracts, data base development under MS Access 2000, liaison and coordination with the parent company, local application of IT policy, troubleshooting and telecommunication management including analysis and negotiation with voice operators.

Main accomplishments: transference of Centre services to other facilities; development from scratch of a tool for the management of events; development of a tool for telecommunication analysis.

1999.Apr.31 to 1999.Aug.31

EDS - Electronic Data System – Rank Xerox Account

Carried out duty: **Help Desk, Installing e Configuring PCs, Backups**

Main responsibilities: user support under Win NT, Office ; installing and configuring PCs.

1998.Nov.3 to 1999.Jan.19

ICCL - International Center for Creative Leadership

Carried out duty: **Salesman**

Main responsibilities: Market research, broadcasting and trading of a portfolio of services to prospects.

Main accomplishments: Development of the project: "The company trade culture".

1998.Nov.11 to 1998.Dec.4

Eastécnica / TVI – Televisão Independente

Carried out duty: **Basys System Consultant**

Main responsibilities: Adviser on administrative procedures and on management of the Basys computer system, managed by Eastécnica (Cables&Wireless), installed in TVI.

Main accomplishments: Development of a software under Access 97 to work with the telex"rollins", saving the client over 20 hours of work.

1998.Jun.25 to 1999.Dec.14

AECOM (Press office)

Carried out duty: **Translator (technical documentation)**

Main responsibilities: Translation of *press releases* (from English into Portuguese)

1997.Oct.28 to 1998.Mar.31

Merck Sharp & Dohme

Carried out duty: **Help Desk - MIS**

Main responsibilities: To give support to Microsoft environment (Windows 95, Windows NT, Windows 3.11 , Office Pro 95, Office Pro 95, etc), as well as hardware support, using SMS.

Main accomplishments: Adaptation and development of **Helpdesk** support software.

1996 to 1997.Oct.12

TVI – Televisão Independente

Carried out duty: **Systems Manager, trainer, programmer, help-desk – IT Department**

Main responsibilities: supervision and management of the Basys system and Novell network; to give support to several Microsoft applications installed in the company (MS Word, MS Excel, etc); training of other employees of the company in "Introduction to Internet" (developed from scratch) ; development and implementation of several information and reporting systems based on MS Access, MS Excel and Clipper, namely for management of the Basys system, management of the Technical Files and ratings of a TV network product ("Portugal Português").

Main accomplishments: for the first time, it was possible to have access to the ratings of "Portugal Português" and to the historical data of the Basis computer system; replacement of the Technical Files on paper for a computer system, saving over 40 hrs / man power per week.

1994 to 1995

TVI – Televisão Independente

Carried out duty: **Programmer, System Supervisor, Trainer – IT Department.**

Main responsibilities: Co-supervision and management the Novell network; supporting for main Microsoft applications and hardware; implementation of procedures for the management of the Novell network and shareholders bonds; training of company senior officials in "Introduction to Excel".

Main achievements: It became possible to simplify the Novell network management.

1993 to 1993

TVI – Televisão Independente

Carried out duty: **Systems Analyst, Programmer – Financial Department**

Main responsibilities: Development of an information system to manage shareholders bonds. Main achievements: For the first time, it was possible to have access on-line to the shareholders position (after the 1st increase of share-capital).

1993 to 1993

IADE / Beira Vouga S .A.

Main accomplishments: Finished second in a contest organized by the university, concerning the implementation of the **Marketing Plan** of Beira Vouga, S.A. (a company located in the North of Portugal and operating in the hotel business).

1992.Aug.20 to 1992

TVI – Televisão Independente

Carried out duty: **Computer Support of the first increase of share-capital – Legal Department**



TRANSCRIPTION OF RECOMMENDATION LETTERS:

Letter A – North-South Centre of the Council of Europe

Lisbon, May 17th, 2004

By this document I certify that Mr. Luís Gavinhos worked in the European Centre for the World Interdependence and Solidarity from September 1st, 1999 to May 31st, 2004.

During the referred period, Mr. Luís Gavinhos was responsible for the coordination of the computer system of the Centre. Due to his work it was possible to the North-South Centre to achieve a very accurate computing technicality in accordance with the requirements of Europe Council Regulations.

He was the main interlocutor with our partners, both at national and international levels, and has established privileged relationships with those partners.

He was also very efficient in the support he gave to his colleagues, specially in the organization of events, with the implementation of a data base, which proved to be very useful to the performance of his colleagues and to the performance of the Centre. He recently supervised the transference of Centre services to other facilities, from a computing and technical level: the transference was made in the best possible way due to the performance and professional skills of Mr. Luís Gavinhos.

His colleagues liked him very much and in different occasions Mr. Luís Gavinhos also showed his capability in foreseeing and previewing alternatives.

North-South Centre regrets to have to terminate his contract due to budget reductions.

Jos Lemmers

Executive Director

European Centre for the World Interdependence and Solidarity”

Letter B – EDS / XEROX

I, José Fernando Silva Seixo, acting in my capacity as Computing Services Director of EDS (Electronic Data Systems Portugal), for the Xerox Portugal Business, hereby declare that Luís Miguel Torres Gavinhos, for six consecutive months, from April to September 1999, was the Support Technician to the local Xerox Net, working mainly with Novell 4.11 platforms and Windows NT, as well as in the maintenance of PCs and all the related software. I would like to stress his good performance and his positive attitude as a service provider.

Lisboa, September 7th, 1999

José Fernando Silva Seixo

Computing Services Director”

Letter C – TVI – Televisão Independente

“Lisbon June 1st, 1996

My Dear Luís Gavinhos:

I remember the first days you began to work in TVI, as a service provider, in the period of the first increase of share-capital, to implement and organize the files of the entities we intended to contact for that purpose and to organize the shareholders' files.

Afterwards you rendered several services in the scope of micro-computing; I would like to tell you that I have always appreciated your skills, because you worked with accuracy and care, but also with a critical and analytical spirit, presenting valid suggestions concerning both the objectives and the execution processes.

I also liked your commitment, always working as a true professional, aiming to reach your goals well and rapidly, regardless the hours or the comfort conditions.

You have always been very urban with all and every person at different hierarchical levels, presenting your ideas and reasons in a logical and wise way.

I would like to thank you for your loyalty, as I always felt that you have handled all the issues, trying to act in accordance with all the directions and politics defined by the managers in charge of the supervision of your work.

By those reasons, my dear Luís Gavinhos, I am sure that you will keep your life ruled by the principles you have been followed until today and so, in case we will meet again, I would like to work with you again and I would not hesitate in trusting you and giving you responsibilities.

With my best personal regards,

