

Contato

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www.linkedin.com/in/
rafaelpinhosouto (LinkedIn)
rafaelsouto.com (Personal)

Principais competências

Android
J2ME
C

Languages

Português (Native or Bilingual)
Inglês (Professional Working)

Rafael Souto

Telecommunications Technician | NOC Telecom Expert | Cycloid II -
Engenharia e Telecomunicações Lda
Lisbon Area, Portugal

Resumo

I'm interested in learning and acquiring knowledge with a focus on telecommunications.

Experiência

Cycloid II - Engenharia e Telecomunicações Lda
Telecommunications Technician
maio de 2015 - Present (5 anos 3 meses)

NOC Operator 1st line support at Vodafone. (xDSL, FTTH, and POTS services)

Lines x-DSL monitoring, Voip, and FTTH accesses. Checking the functioning of DSLAM's, ONU's.

Analysis, resolution and diagnosis of difficulties presented by the clients on your accesses

xDSL Platforms:

Alcatel AMS 5520 - Supervision of NE 7302 ISAM;
Alcatel 5530 Network Analyzer - Used to test xDSL lines.

FTTH Platforms:

Huawei U2000

Adecco

Help Desk Technician
maio de 2014 - maio de 2015 (1 ano 1 mês)

- Identification, research, and if possible provide an immediate solution to the customer technical problems.

- Analysis and Troubleshooting in the following telecommunication networks:
GEPON/GPON, xDSL,
GPRS/3G/LTE

- CPE remote configuration.
- Domain Management Services.

- Help Desk Supervisor

These activities were carried out for the NOS Empresas

Randstad Technologies - Portugal

4 anos 1 mês

Help Desk Technician

dezembro de 2011 - maio de 2014 (2 anos 6 meses)

- Identification, research, and if possible provide an immediate solution to the customer technical

problems.

- Analysis and Troubleshooting in the following telecommunication networks:

GEPON/GPON, xDSL,

GPRS/3G/LTE

- CPE remote configuration.

- Domain Management Services.

These activities were carried out for the NOS Empresas (former Optimus Negócios project.)

Help Desk IT

maio de 2010 - novembro de 2011 (1 ano 7 meses)

Randstad Technologies, Lisbon (Portugal)

- Answered technical support calls providing and escalating to other support groups,

- Identification, research, and if possible provide an immediate solution to the customer technical

problems.

- Analyze and diagnose xDSL, FTTH and IPTV issues;

- These activities were carried out for the NOS (former Optimus Clix) project.
