

Claudio Souza Mattos

Global Project Manager, MBA, PMP®

csmsampa@gmail.com

Summary

My career goal is to work on distinct projects (not only related to IT but oil, healthcare, etc.) as a project manager obtaining business knowledge background.

I also like to learn new things, programming languages, new business models...i am passionate about technology and people. Like to make new friends.

- 15+ years experience in Information Technology (technical expertise) and 5+ years experience in Project Management. Has an Executive MBA in IT Project Management at IBTA (IBMEC - Metrocamp) with complementary 40h classes in Melbourne, Florida (Florida International Business School). Graduated in Electrical Engineering with emphasis in Telecommunications and Information Technology.
 - Received Best of IBM 2012 Award due to an outstanding Project Coordination and Development of Technical Maturity Model; a tool deployed all around the world providing great revenues to IBM (Over US\$60 million in 2011).
 - Managed small and complex project types: IT infrastructure; Transition & Transformation; Research & Development; Service Improvement; Business Analytics; Software Development and Integration.
 - Industry experience: Information Technology, Telecommunications, Manufacturing, Industry, Automotive.
 - Strong leadership, communication, proactive, negotiation and interpersonal skills. Loves to share knowledge and work as part of a team.
 - Worked in a CMMI Level 3 Company and has good skills in Process Improvement areas. Had the privilege to redefine some business processes at IBM for client such as General Motors, Nisource, Whirlpool,...
 - Has good and solid technical skills; started his career at Xerox Document Company programming on Java, Javascript, Documentum. Today has knowledge in web design (wordpress, php programming language, javascript) and also mobile programming languages like Objective-C for IOS and Java for Android. Great skills with Adobe Photoshop tool. Beginning to work with Unity 3D with Oculus Rift sdk.
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Experience

Project Manager - MBA in Project Management - PMP®

July 2011 - Present

Project Manager, PMP®

Worked as a project manager for different business organizations over 6 years.

CEO, Ravens Incorporated Mobile Solutions, Mobile IOS Development

April 2015 - Present

Responsible for gathering requirements from other companies and provide an application development and deployment plan.

Develop games using Scirra Construct 2, Buildbox and Unity 3D.

Has good skills with Adobe Photoshop.

Programming languages: Objective-C, Swift,C++.

Prepare financial plans for app development.

Coordinate a mobile project through all the lifecycle. Develop IOS Apps based on customer/client needs.

Experience with Agile framework acting as Scrum Master.

Manages big outsourced projects whose resources are miles away from America in India and China delivering projects in time with high customer satisfaction.

Check my portfolio at <http://www.claudiosouzamattos.com>

Developed more than 500 apps and games for wavelabmobile.com, facetsoftware.com, codecanyon.net and chupamobile.com.

Achieved Top #1 position in US App Store in December 2016 selling thousand of apps of the successful Banshee's rollercoaster, a virtual reality app made with Unity 3D.

Global Project Manager, MBA, PMP at IBM

March 2011 - April 2015 (4 years 1 month)

I have been working as a Global Project Manager at IBM since July 2011. Managing all sorts of different projects from initiating to closing in order to deliver the project to the sponsor under the committed time. Worked for Whirlpool account for two years handling SAP, infrastructure and middleware projects.

Day to day activities : Understand and apply project management techniques and processes on the execution of each project and program, Build high performance teams and manage them during the execution and delivery of each project, make sure experience and knowledge from project resources are align to project needs. To work with different functional managers and ensure projects are completed within defined standards and that objectives have been accomplished, to communicate project progress, current state and next milestones to clients.

Specialties:

PMBOK Methodology;

Lean / 6 Sigma Methodology;

Quality Management;

Agile Projects;

Financial Management;

Leadership;

Negotiation;

Risk Management;

Project Manager, AG Tool Migration Lead at International Business Machines

July 2011 - March 2013 (1 year 8 months)

Migration Lead - Responsible for coordinating 13 project managers acting as a primary contact and escalation point for all migration factory activities for the Americas Group accounts (responsible for migrating over 600 IBM America clients to the new Global Datawarehouse tool).

Worked directly with final end users on daily basis coordinating and helping them with migration activities being the primary point of contact between the global migration PM's (project team) and the clients.

Overall objective is to drive and assist each account in completing the migration from their existing tools into the GACDW application (from migration kick-off thru migration exit criteria).

Tasks included tracking and communicating progress on the overall end to end migration requirements, driving accounts to close defined migration steps within a defined schedule, providing status back to the Global Migration PM's, assisting accounts in addressing questions and issues on required tasks to be performed, and further educating users on the application as required.

GACDW budget was more than US\$ 3 million.

Project Coordinator and System Developer at IBM

March 2008 - December 2011 (3 years 9 months)

Technical Maturity Model: This project is being used by Brazilian Integrated Technology Delivery business unit since March,1st-2011.

Objectives of Technical Maturity Model tool:

- Create technical best practices for main supported products within AHS and deploy them on all IBM customers.

Benefits of using TMM tool:

- Productivity per instance increase.
- Maintenance cost reduction.
- Incident volume reduction.

Because of this project, Claudio was nominated the Best of IBM 2012 receiving an award to travel to Monaco in order to receive a prize. This is one of the most important awards that IBM gives to their employees.

Another project developed was Closelook Survey Tool: an intranet survey website deployed globally.

Account Leader (General Motors and Nisource) at IBM

July 2009 - June 2011 (1 year 11 months)

Became General Motors Account Leader in 2009. Motivated the team to achieve highlights for the account. Engaged two GM webmasters to create the first Oracle Weblogic and JBoss GSD331 security policies templates for the company. In March 2011, we were engaged in a transition project to migrate all middleware products and GM Applications from IBM servers to General Motors datacenters. IBM Brazil Middleware team supported GSSM applications on this new environment in July-2011.

Became Nisource account leader in 2010 exceeding customer's expectations by presenting a monitoring tool system to Nisource US DPE. After this successful presentation, the client decided to transition all nisource middleware security services to IBM Brazil. Claudio participated on this transition. At the end of 2010, we had more than 1000 new Websphere instances to support and an increase of 2 employees supporting the account.

Activities performed by the Account Leader

- 1- WME GR Focal Point for the customer
- 2- Maintain a workload plan for the team (holidays and training)
- 3- Ensure that problem and change management SLAs are met, processes followed and issues escalated.
- 4- Inform critical Sev1 problems to Team Leader and manage status reporting
- 5- Ensure all team meeting actions are tracked and addressed
- 6- Identify effective standard working practices and facilities within the cross-account team
- 7- Ensure all team members are using ILC accurately and timely
- 8- Verify overtime requests and seek ways to reduce overtime reasons
- 9- Cirats and projects/RFS Tracking.

Web Middleware Enablement GR Skill Coordinator at IBM

January 2008 - June 2011 (3 years 5 months)

Designated to be the Skill and Training Coordinator of Web Hosting Middleware Enablement Department being responsible for managing all employees skill needs, providing metrics,etc...

Skill coordinator main responsibilities are:

- Provide skill metrics to manager and teamleaders.
- Guarantee Audit Compliance and be accountable during any assessment (participated on 3 audits: 1 from General Motors and 2 others for Global Delivery Framework Lean implementation).
- Schedule external and internal trainings (cross-tranings) with limited budget.

General Motors Middleware Systems Support Analyst at IBM

July 2006 - June 2009 (2 years 11 months)

Responsible for supporting, maintaining and recovering General Motors Critical Application Environment (Production and Pre-Production).

My current job consists of:

- Defining RC script changes for implementation.
- Applying software patches, service packs, license files for softwares (Weblogic, SunOne Webserver).
- Migrating applications to new and revised hardware.
- Creating (or modifying) restart scripts for applications, jsp cleanup scripts, webserver instances or application server instances.
- Configuring performance tuning for weblogic, monitors for applications and web/application files (config.xml, magnus.conf, obj.conf, etc.) based on application requirements.
- Preparing and installing SSL Certificates for middleware products.
- Developing infrastructure related documentation for support of applications.
- Deploying content and code for applications upon request.
- Providing log files and information to application teams and vendors on request, troubleshooting for application teams and support for disaster recovery.
- Investigating application and environment issues on request.

IBM IT Specialist - Senior Accreditation at IBM

October 2008 - October 2008 (less than a year)

IBM IT Specialist - Senior Accreditation - Open Group Accredited and Certified Professional.

For IT professionals, The Open Group Certifications are a globally recognized, credible and portable validation that you have the knowledge, skills and expertise to get the job done. It's the most reliable guide for selecting qualified professionals for critical roles, as well as a clear path for professional development and advancement.

The Open Group Professional Certifications:

- Identify the best candidates for critical roles and responsibilities
- Provide an objective, reliable measure of candidate capabilities and qualifications
- Ensure a more efficient and successful recruiting process with consistently positive results

Senior Systems Analyst

November 2004 - July 2006 (1 year 8 months)

- Senior system analyst responsible for defining project business rules and UML documentation for Brazshipping MAIS project. Participated on requirements analysis since the beginning of the project. Helped project manager coordinating four programmers and assist them.
- OO-UML SLE Instructor teaching Rational Rose and Sybase Powerdesigner case tool classes for important Vitória's companies such as Escelsa, Brazshipping and Cesan;
- MAIS Database Administrator responsible for Database modeling and design. Defined database structure for the project.

Systems Analyst at Xerox Document Company

January 2002 - November 2004 (2 years 10 months)

- Developed applications for companies such as Embratel, Ameriquest Mortgage Company, Companhia Vale do Rio Doce (KitBordo), Claro (VCO) and internal Xerox clients (CDSV Site, Pep, Portal Agentes).
- Struts Framework instructor of Xerox Document Company.
- Provided technical support at Xerox Sustaining Department for Embratel XDMS Maad/Mafd project working on problem determination and systems integration. Installed several middleware products too such as Bea Weblogic 6, 7, 8.1 and Documentum products suite (webtop, webpublisher, DFC, etc) on different OS: linux, solaris 7.
- Responsible for the presentation and controller layer of Claro VCO project application (from cascade style sheet / web design to Struts framework structure) using J2EE Enterprise Javabeans and the Model-View-Controller concept. Implemented methods in business layer and was in charge of all javascript validation rules, internationalization (i18n) and action/form servlets coding. In 2004 CDSV - Xerox Document Company was awarded the Best Brazilian Software Company by IDG Computerworld magazine;
- Acquired experience in different technologies and languages such as Java, BC4J (Business Components for Java), JSP, Oracle database (for windows and solaris operating system), Ingres Database (Red Hat Linux), Documentum (Webpublisher, DFC and Webtop Customization), Solaris 7 and 8, Servlets, Bea Weblogic (6, 7 and 8.1), Oracle Application Server 9i, Tomcat, COM+, MTS, IIS (Internet Information Services), Apache and Cocoon (Apache framework).

IT Instructor

January 2001 - January 2002 (1 year)

Information Technology Instructor (ASP, VisualBasic, HTML using FrontPage and Dreamweaver, Programming Logic, UML and Javascript);

Education

IBTA

Master's Degree, Project Management PMI, 2012 - 2013

Activities and Societies: internal projects

Universidade Federal do Espírito Santo

Bachelor of Science (BS), Electrical Engineering with Telecommunication and IT emphasis, 1995 - 2002

Escola Técnica Federal do Espírito Santo

graduate, Electronics, 1991 - 1994

Honors and Awards

Best of IBM 2012, Hall of Fame - Outstanding Behavior - GACDW - 2012, Hall of Fame - Outstanding Behavior and Contribution - 2011, Hall of Fame - Client Appreciation Contribution - 2010 New technologies, Mobile Development and architecture, Watching Movies, Traveling, Compose music, Entrepreneurship, Have a good time with my family

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[Contact Claudio on LinkedIn](#)