



## Europass Curriculum Vitae



### Personal information

First name(s) / Surname(s) **Nuno Miguel Gonçalves da Silva Fialho**  
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E-mail [nunomfialho@gmail.com](mailto:nunomfialho@gmail.com)  
Nationality Portuguese  
Date of birth March 29<sup>th</sup> 1970  
Gender Male

**Desired employment / Occupational field** **Services Manager, Project oriented and Innovator, looking for excellent business/projects opportunities, especially in dynamic and international environments.**

### Work experience

Dates	Since Apr 2014
Occupation or position held	<b>Managing Partner – Business Consultant and Program Manager</b>
Main activities and responsibilities	General business management, business development, solutions delivery and project management, mainly in ICT.
Name and address of employer	NINVA - Innovative Business Solutions – Samora Correia, Portugal
Type of business or sector	ICT and Business Consulting Services
Dates	May 2012 to Apr 2014
Occupation or position held	<b>Freelancer – IT Business Development / Program Management</b>
Main activities and responsibilities	IT Services Solutions development and Proposals Execution. Senior Program Manager in several business industries: Banking; Healthcare.
Name and address of employer	SQS Portugal / Olisipo – Lisbon, Portugal
Type of business or sector	IT Consulting Sector
Dates	May 2009 to October 2010
Occupation or position held	<b>Solutions Delivery Manager</b>
Main activities and responsibilities	Solutions delivery manager and projects coordinator, assuming as main responsibilities the following: the coordination of project managers, the execution of stakeholders relationship management, risk management, financial controlling and business development.
Name and address of employer	PT Sistemas de Informação, S.A. – Porto Salvo, Portugal
Type of business or sector	IT Consulting Sector
Dates	September 2004 to April 2009
Occupation or position held	<b>Director / Service Director / Practice Leader</b>
Main activities and responsibilities	Responsible for the IT Asset Management Area, with the ownership of Portugal Telecom Group Software Licensing Management process, additionally with responsibilities in reselling Software and Hardware to the Portuguese Market.
Name and address of employer	PT Sistemas de Informação, S.A. – Porto Salvo, Portugal
Type of business or sector	IT Consulting Sector
Dates	May 2001 to September 2004

Occupation or position held **Projects Manager and Customer Orders Manager**  
 Main activities and responsibilities Responsible for order management and for project management along with some functional consulting activities at a senior level in areas of ERP SAP and Business Intelligence.  
 Name and address of employer PT Sistemas de Informação, S.A. – Porto Salvo, Portugal  
 Type of business or sector IT Consulting Sector

Dates February 1998 to April 2001

Occupation or position held **Portuguese Branch Coordinator / Managing Director**  
 Main activities and responsibilities Responsible for the Portuguese Branch activities, with especial focus on business development, sales, finance and administration. Additionally was responsible for project management and functional consulting activities at a senior level in areas of ERP SAP, with a strong specialization in the Legal Consolidation modules.  
 Name and address of employer Sapryma S.L.- Sucursal Portuguesa / Itelligence Portugal – Lisbon, Portugal  
 Type of business or sector IT Consulting Sector

Dates November 1995 to January 1998

Occupation or position held **Consultant**  
 Main activities and responsibilities Responsible for functional consulting and training activities in financial areas of ERP SAP.  
 Name and address of employer Sapryma S.L – Barcelona, Spain  
 Type of business or sector IT Consulting Sector

Dates July 1994 to January 1995

Occupation or position held **Assistant Consultant**  
 Main activities and responsibilities Responsible for IT consulting activities, mainly as a COBOL programmer.  
 Name and address of employer Andersen Consulting (Portugal) – Lisbon, Portugal  
 Type of business or sector IT Consulting Sector

Dates February 1994 to July 1994

Occupation or position held **Consultant**  
 Main activities and responsibilities Responsible for real estate consulting activities, namely property evaluations and market studies.  
 Name and address of employer P&I Colliers – Consultores em Investimentos Imobiliários – Lisbon, Portugal  
 Type of business or sector Real Estate Consulting Services

## Education and training

Dates November 2007 to February 2010

Title of qualification awarded **Master of Business Administration (MBA) with Distinction**  
 Principal subjects/occupational skills covered Managing People / Managing the Environment / Managing Resources / Services Marketing / Business Finance / Entrepreneurship / Corporate Strategy / Managing Change and the dissertation focused on Customer Loyalty Strategies at Residential Senior Markets.

Name and type of organisation providing education and training **University of Liverpool, UK**

Level international classification Level 5 - Master Degree

Dates April 2005 to March 2006

Title of qualification awarded **POSI – Post-Graduation in Information Systems**  
 Principal subjects/occupational skills covered Information Systems Architecture and Business Processes, Information Systems Development and Integration, Business Strategy, Project Management, Data Warehouse and Data Mining, Networking

Name and type of organisation providing education and training **Instituto Superior Técnico da Universidade Técnica de Lisboa, Lisbon, Portugal**

Level national classification Post-graduation Diploma

Dates	August 1993 to December 1993
Title of qualification awarded	<b>Financial Management – Instruments and Practice</b>
Principal subjects/occupational skills covered	Business Finance, Business Appraisal, Futures and Options, Taxation, Planning and Control, Strategic Marketing, Investment Projects, Capital Markets. (400 hours course)
Name and type of organisation providing education and training	Associação Industrial Portuense (AIP), Leça da Palmeira, Portugal
Level in national classification	Post-graduation Certificate
Dates	October 1988 to September 1993
Title of qualification awarded	<b>Licenciatura in Economics</b>
Principal subjects/occupational skills covered	With specializations in Industrial Economics and International Economics.
Name and type of organisation providing education and training	<b>Faculty of Economics at the Universidade Nova de Lisboa, Lisbon, Portugal</b> Faculty of Economics at the Universität Hohenheim, Stuttgart, Germany - Erasmus Program
Level in national classification	<i>Licenciatura</i> (Graduation Diploma)

## Training

Dates	November 2014 to January 2015
Title of qualification awarded	<b>Trainers Pedagogical Training – CCP Certificate.</b>
Principal subjects/occupational skills covered	Professional Training Skills (duration: 90 hours) / CCP Certification
Name and type of organisation providing education and training	ÁreaPedagógica Certification and Training Organization, Lisbon, Portugal
Dates	November 2010
Title of qualification awarded	<b>Executive Training: ISO9001 System Implementation at the Third Sector.</b>
Principal subjects/occupational skills covered	ISO9001:2008 (duration: 16 hours)
Name and type of organisation providing education and training	APCER Certification and Training Organization, Lisbon, Portugal
Dates	February 2007 to March 2007
Title of qualification awarded	<b>Executive Training: Negotiation</b>
Principal subjects/occupational skills covered	Negotiation Skills (duration: 18 hours)
Name and type of organisation providing education and training	Nova Forum – Executive Training Faculty of Economics at the Universidade Nova de Lisboa, Lisbon, Portugal
Dates	May 2006 to May 2006
Title of qualification awarded	<b>Executive Training: Leading Organizations, Leading People</b>
Principal subjects/occupational skills covered	Leadership Skills (duration: 48 hours)
Name and type of organisation providing education and training	Nova Forum – Executive Training Faculty of Economics at the Universidade Nova de Lisboa, Lisbon, Portugal
Dates	September 2003 to August 2004
Title of qualification awarded	<b>Project Management Training</b>
Principal subjects/occupational skills covered	Project Management – Scope Management, Time Management, Cost Management, Quality Management, Team Management, Risk Management, Stakeholders Management (duration:139hours)
Name and type of organisation providing education and training	PMO-Consulting, Braga, Portugal
Level in national classification	PMI (Project Management Institute) <b>PMP Certification</b> 

Dates April 2000 to April 2000  
 Title of qualification awarded **Executive Training: Holdings and Consolidation of Accounts**  
 Principal subjects/occupational skills covered Legal and Management Consolidation of Accounts and Holdings Management (duration: 24 hours)  
 Name and type of organisation providing education and training OVERGEST/ ISCTE – Instituto Superior das Ciências do Trabalho e da Empresa, Lisbon, Portugal

**Personal skills and competences**

Mother tongue(s) **Portuguese**

Other language(s)

Self-assessment

European level (\*)

**English**

**Spanish**

**German**

Understanding				Speaking				Writing	
Listening		Reading		Spoken interaction		Spoken production			
C2	Proficient User	C2	Proficient User	C1	Proficient User	C1	Proficient User	C1	Proficient User
C2	Proficient User	C2	Proficient User	C1	Proficient User	B2	Independent User	A2	Basic User
A2	Basic User	A1	Basic User	A1	Basic User	A1	Basic User	A1	Basic User

(\*) [Common European Framework of Reference for Languages](#)

Social skills and competences Good stress management and communication skills imprinting a strong and collaborative team spirit between team members.  
 Organisational skills and competences Strong planning, time management and integration skills, reaching demanding goals.  
 Technical skills and competences Shows good skills in project management and business process development.  
 Computer skills and competences Advanced user of MS-Office tools, MS-Project and SAP.  
 Other skills and competences Gave several training courses, performed pre-sales and commercial activities mostly related to SAP software.  
 Driving licence Category of vehicle: B (until 9 passengers' vehicles)

**Additional information**

Erasmus Scholarship at the third year of the Under-graduation Studies of Economics, at the Universität Hohenheim, Stuttgart, Germany.  
 Volunteer (Oct.2011-Jul.2012) as Math and IT Professor at the Senior University of Benavente Municipality.  
 Founder of a thematic social network: [Economia Mais Social](#)

**Appendix**

**Main Projects**

• 2015 – 2015  
 Project Name / Customer **Quality Assurance and Certification Renewal for BMA Online Banking Payment System - Luanda, Angola.**  
 Occupation or position held Project Manager  
 Main activities and responsibilities Coordination and management of project activities and customer relationship management.  
 Main knowledge fields applied Project Management / Quality Assurance, and Banking International Payment Services.

• 2014 - 2014  
 Project Name / Customer **Development of Graphical User Interfaces for SDN Portals** at a ICT industry customer – Lisbon, Portugal  
 Occupation or position held Project Manager

Main activities and responsibilities	Coordination and management of project activities, team development and customer relationship management.
Main knowledge fields applied	Project Management
• 2013 - 2014	From October 2013 to April 2014
Project Name / Customer	<b>Development of a Medical Application for the National Smoking Cessation Program at the Public Sector</b> , for a pharmaceutical industry customer – Lisbon, Portugal
Occupation or position held	Project Manager
Main activities and responsibilities	Coordination and management of project activities and customer relationship management.
Main knowledge fields applied	Project Management
• 2013 - 2013	From January 2013 to February 2013
Project Name / Customer	<b>Quality Assurance and Certification for BMA Online Banking Payment System - Luanda, Angola.</b>
Occupation or position held	Project Manager
Main activities and responsibilities	Coordination and management of project activities and customer relationship management.
Main knowledge fields applied	Project Management / Quality Assurance, and Banking International Payment Services.
• 2009 - 2010	From October 2009 to January 2010
Project Name / Customer	<b>CTT Group - Data Retention System (Post Industry)</b> , Lisbon, Portugal
Occupation or position held	Project Director / Project Manager
Main activities and responsibilities	Coordination and management of project management activities and customers, partners and other stakeholders' relationship management.
Main knowledge fields applied	Project Management / Knowledge of System Integration and of Telecommunication's Customers and Communications sources.
• 2009 - 2009	From May 2009 to September 2009
Project Name / Customer	<b>Portugal Telecom Group - Data Retention System</b> , Lisbon, Portugal
Occupation or position held	Project Director
Main activities and responsibilities	Coordination of project management activities and customers, partners and other stakeholders' relationship management, with special focus on communication processes and on most critical activities and risks.
Main knowledge fields applied	Project Management / Knowledge of System Integration and of Telecommunication's Customers and Communications data sources.
• 2005 - 2005	From February 2005 to September 2005
Project Name / Customer	<b>IT Asset Management Solution / Portugal Telecom Group</b> , Lisbon, Portugal
Occupation or position held	Project Director
Main activities and responsibilities	Coordination of project management activities and customers, partners and other stakeholders' relationship management, with special focus on communication processes and on most critical activities and risks.
Main knowledge fields applied	Project Management / Knowledge of IT Assets / Contract Management / Vendors Management / Customers Management / Benefits Management / Business Processes Management.
• 2004 - 2004	From April 2004 to September 2004
Project Name / Customer	<b>Business Performance Management / Portugal Telecom Group</b> , Lisbon, Portugal
Occupation or position held	Project Director
Main activities and responsibilities	Coordination of project management activities and customers, partners and other stakeholders' relationship management, with special focus on communication processes and on most critical activities and risks.
Main knowledge fields applied	Project Management / Functional knowledge on Planning, Budgeting, Consolidation and Control Management.
• 2003 - 2004	From February 2003 to March 2004
Project Name / Customer	<b>Prouno Program (Corporate SAP) / Portugal Telecom Group</b> , Lisbon, Portugal
Occupation or position held	Project Manager responsible for the SAP Implementation Stream (more than 25 SAP modules)

Main activities and responsibilities	Responsible for project management activities and customers, partners and other stakeholders' relationship management, with special focus on communication processes and on most critical change management activities and risks management.
Main knowledge fields applied	Project Management / Technological and functional knowledge of SAP systems, methodologies and implementation processes.
• 2002 - 2003	From November 2001 to August 2003
Project Name / Customer	<b>SAP Project / Lusomundo Group (Audio and Media Industries)</b> , Lisbon, Portugal
Occupation or position held	Project Manager (12 SAP modules in more than 20 companies)
Main activities and responsibilities	Responsible for project management activities and customers, partners and other stakeholders' relationship management, with special focus on communication processes and on most critical change management activities and risks management.
Main knowledge fields applied	Project Management / Technological and functional knowledge of SAP systems, methodologies and implementation processes.
• 2002 - 2002	From March 2002 to May 2002
Project Name / Customer	<b>KPI Project / Portugal Telecom SGPS</b> , Lisbon, Portugal
Occupation or position held	Project Manager
Main activities and responsibilities	Responsible for project management activities and customers, partners and other stakeholders' relationship management, with special focus on communication processes and on most critical change management activities and risks management.
Main knowledge fields applied	Project Management / Knowledge of SAP systems, methodologies and implementation processes and functional knowledge on Planning, Budgeting, Consolidation and Control Management.
• 2001 - 2002	From January 2001 to May 2002
Project Name / Customer	<b>Legal Consolidation System Maintenance and Euro Conversion / Portugal Telecom SGPS</b> , Lisbon, Portugal
Occupation or position held	Project Manager and Senior Consultant
Main activities and responsibilities	Responsible for project management activities and customers, partners and other stakeholders' relationship management, and responsible for the execution of the Euro Conversion and overall maintenance and development of customer's consolidation system.
Main knowledge fields applied	Project Management / Knowledge of SAP systems, methodologies and implementation processes and functional knowledge on Legal Consolidation and Euro Conversion process.
• 2001 - 2001	From January 2001 to April 2001
Project Name / Customer	<b>Legal Consolidation System Project / SIBS Group (Banking Industry)</b> , Lisbon, Portugal
Occupation or position held	Project Manager and Senior Consultant
Main activities and responsibilities	Coordination and execution of SAP system implementation activities and training, particularly in the Legal Consolidation module.
Main knowledge fields applied	Project Management / Knowledge of SAP systems, methodologies and implementation processes and functional knowledge on Legal Consolidation.
• 2000 - 2000	From April 2000 to August 2000
Project Name / Customer	<b>Legal Consolidation System Project / Ana Group (Airports Industry)</b> , Lisbon, Portugal
Occupation or position held	Project Manager and Senior Consultant
Main activities and responsibilities	Coordination and execution of SAP system implementation activities and training, particularly in the Legal Consolidation module.
Main knowledge fields applied	Knowledge of SAP systems, methodologies and implementation processes and functional knowledge on Legal Consolidation.
• 1999 - 2000	From November 1999 to April 2000
Project Name / Customer	<b>Legal and Management Consolidation System Project / CIMPOR Group (Cement Industry)</b> , Lisbon, Portugal
Occupation or position held	Project Manager and Senior Consultant
Main activities and responsibilities	Coordination and execution of SAP system implementation activities and training, particularly in the Legal Consolidation module.
Main knowledge fields applied	Knowledge of SAP systems, methodologies and implementation processes and functional knowledge on Legal Consolidation.

• 1998 - 1999	From October 1998 to February 1999
Project Name / Customer	<b>Legal Consolidation System Project / Auto-Sueco Group (Auto Industry)</b> , Oporto, Portugal
Occupation or position held	Project Manager and Senior Consultant
Main activities and responsibilities	Coordination and execution of SAP system implementation activities and training, particularly in the Legal Consolidation module.
Main knowledge fields applied	Project Management / Knowledge of SAP systems, methodologies and implementation processes and functional knowledge on Legal Consolidation.
• 1997- 1998	From September 1997 to September 1998
Project Name / Customer	<b>Legal Consolidation System Project / Portugal Telecom Group</b> , Lisbon, Portugal
Occupation or position held	Senior Consultant
Main activities and responsibilities	Coordination and execution of SAP system implementation, maintenance, development and training activities, particularly in the Legal Consolidation module.
Main knowledge fields applied	Knowledge of SAP systems, methodologies and implementation processes and functional knowledge on Legal Consolidation.
• 1997- 1997	From March 1997 to May 1997
Project Name / Customer	<b>Projecto de Implementação SAP / IRAUSA Group (Auto Parts Industry)</b> , Burgos, Spain
Occupation or position held	Senior Consultant
Main activities and responsibilities	Execution of SAP system Business Blueprint activities, particularly in the Financial Accounting, Accounts Payable, Accounts Receivable and Asset Accounting modules.
Main knowledge fields applied	Knowledge of SAP systems, methodologies and implementation processes and functional knowledge on Financial Accounting, Accounts Payable, Accounts Receivable and Asset Accounting.
• 1996 - 1997	From October 1996 to January 1997
Project Name / Customer	<b>Projecto de Implementação SAP / INDO Group – Indústria Óptica</b> , Barcelona, Spain
Occupation or position held	Senior Functional Consultant
Main activities and responsibilities	Execution of SAP system implementation and training activities, particularly in the Legal Consolidation module.
Main knowledge fields applied	Knowledge of SAP systems, methodologies and implementation processes and functional knowledge on Legal Consolidation.
• 1996 - 1996	From May 1996 to September 1996
Project Name / Customer	<b>Projecto de Implementação SAP / PIELSA Group – Indústria Têxtil</b> , Ontyniente, Valência, Spain
Occupation or position held	Functional Consultant
Main activities and responsibilities	Execution of SAP system Business Blueprint activities, particularly in the Financial Accounting, Accounts Payable, Accounts Receivable and Asset Accounting modules.
Main knowledge fields applied	Knowledge of SAP systems, methodologies and implementation processes and functional knowledge on Financial Accounting, Accounts Payable, Accounts Receivable and Asset Accounting.
• 1995 - 1996	From November 1995 to May 1996
Project Name / Customer	<b>Legal Consolidation System Project / Portucel Group</b> , Lisbon, Portugal
Occupation or position held	Functional Consultant
Main activities and responsibilities	Execution of SAP system implementation activities, particularly in the Legal Consolidation module.
Main knowledge fields applied	Knowledge of SAP systems, methodologies and implementation processes and functional knowledge on Legal Consolidation.