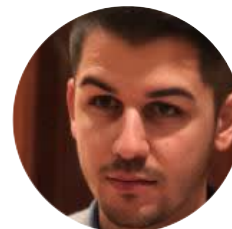


# Manuel Alves

📍 Lisbon, Portugal

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🌐 www.manoelalves.io



## PROFILE

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Project Manager with a software development background, capable of leading teams with different knowledge levels. Excellent communication skills with multiple project stakeholders. Attention to detail and ability to control the progress of the project in time, effort, cost, and risk perspectives. Great requirement gathering skills.

## PROFESSIONAL EXPERIENCE

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01/2020 – present	<b>Talkdesk</b> , <i>Engagement Manager</i>	Lisbon, Portugal
	<ul style="list-style-type: none"><li>• Lead Talkdesk's largest Enterprise customer implementation projects from kick-off to completion</li><li>• Define project scope, schedule project activities, and integrate those into the broader project plan with the customer project manager(s)</li><li>• Develop trust with client leadership to remove project roadblocks and ensure project success</li><li>• Work with customers to track work progress, and create strategies for risk mitigation and contingency planning</li><li>• Understand customer use cases, formulate best practices, and document requirements (functional and technical) needed to address client needs</li><li>• Partner with internal teams such as Product, Engineering, Support, etc. to ensure timely delivery of feature requests, bug fixes and support requests</li></ul>	
	<a href="http://www.talkdesk.com">www.talkdesk.com</a>	
01/2019 – 12/2019	<b>VILT</b> , <i>Junior Project Manager</i>	Lisbon, Portugal
	<ul style="list-style-type: none"><li>• Manage and lead a team of software developers</li><li>• Analyze the progress of the project in time, effort, cost and risk perspectives</li><li>• Analysis and requirements gathering</li><li>• Write and revise the technical and functional documentation</li><li>• Schedule and weekly moderate meetings with the different stakeholders</li><li>• Work prioritization and planning</li><li>• Coordinate information between the client and the team</li></ul>	
	<a href="http://www.vilt-group.com">www.vilt-group.com</a>	

10/2017 – 12/2018

**VILT, Junior Consultant**

Lisbon, Portugal

- Analysis and requirement gathering
- Development of Software to adapt OpenText CEM solutions:
  - OpenText Media Management
  - Web Experienced Management
- Development of Software by translating specifications into code using the following technologies:
  - Java
  - JavaScript
  - HTML / CSS
  - Spring

[www.vilt-group.com](http://www.vilt-group.com)

## LANGUAGES

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**Portuguese**



**Spanish**



**English**



**French**



Cambridge English: First (FCE) – CEFR level B2

Learnlight: Débutant 1

## EDUCATION

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2014 – 2018

**Instituto Superior Técnico,**

*Master's Degree in Information Systems and Computer Engineering*

Area of specialization: Enterprise Systems & Interaction and Visualization

[www.tecnico.ulisboa.pt](http://www.tecnico.ulisboa.pt)

2010 – 2017

**Instituto Superior Técnico,**

*Bachelor's Degree in Information Systems and Computer Engineering*

[www.tecnico.ulisboa.pt](http://www.tecnico.ulisboa.pt)

## ORGANIZATIONS

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2016 – 2016

**Landing.jobs Festival 2016**

- Contact speakers and partners for the 2016 Edition

[www.landingfestival.com](http://www.landingfestival.com)

2013 – 2016

**SINFO - Semana Informática, Coordinator**

- Plan and execute the SINFO's 21st, 22nd, and 23rd editions
- Manage a team of +20 members
- Plan and control the work developed by the different internal groups
- Define and control the budget of the event
- Meetings with companies sponsors
- Plan and definition of the strategy for the invited speakers

[www.sinfo.org](http://www.sinfo.org)

2013 – 2015

**NEIIST - Núcleo Estudantil de Informática do IST, Treasurer**

- Responsible for controlling the budget of the information technology students group

[www.neiist.tecnico.ulisboa.pt](http://www.neiist.tecnico.ulisboa.pt)

2012 – 2013

**SINFO - Semana Informática, Marketing**

- Contact speakers, sponsors, and partners for the 20th Edition
- Plan and execute the marketing roadmap

*www.sinfo.org*

**CERTIFICATES**

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**OpenText Media Management Certification v16**

*May 2018*

**Curso de Formação de Gestores de Equipas - Team  
Manager**

*Portugal Football School - July 2019*