

January 13, 1992

Portuguese (nationality)

Lisbon, Portugal (location)

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SKILLS

Technical

Project: JIRA, Notion, Trello
Data: SQL, Excel, Power BI
Telecom: 5G, 4G, IoT, Devices
Agile: Scrum (PSM-I certified)
Programming: HTML, CSS

Languages

Portuguese (native)
English (proficient)
Spanish (basic)

ABOUT ME

I was born in a small town in the Portuguese countryside.

I am part of Agile Connect Lisbon's leadership team, a meetup group with more than 1.7k members.

I already visited 31 countries on 4 different continents.

I have a list of more than 100 restaurants I want to try.

I am a technology lover who asks Siri to turn on the TV, even when I hold the remote.

João Queirós Pires

JOB EXPERIENCE

TRUPHONE (Remote)

Product Manager | *Sep. 2021 – present*

- Roadmap definition, team implementation, and research phase for a new product related with global connectivity management.

Product QA Lead, Devices and Connectivity | *Sep. 2020 – Sep. 2021*

- Led the quality assurance processes to guarantee a seamless connectivity experience for IoT, B2B and B2C customers.
- Ensured Truphone's products use the best value for money connectivity agreement for each country. Misconfiguration's fixes allowed to reduce data usage costs by 60% while keeping the same customer's experience.

Service Quality Engineer | *Jun. 2019 – Sep. 2020*

- Supported the implementation of a new quality team responsible for accessing worldwide customer's experience. Collected and analysed data to assist service improvements decisions, which contributed to the contract renewal of 40 corporate accounts in less than 12 months.
- Managed and executed local tests in Tokyo to support the first customer acquisition in Japan; and in Paris to launch Truphone's network in France.

NOS (Lisbon, Portugal)

Product Manager | *Apr. 2017 – May 2019*

- Created the vision and justified the need to develop an internal product related to devices' certifications and logistics processes. Managed the product launch, roadmap, and continuous development.
- Performed C-level presentations to showcase the product benefits and got a 50k€ yearly budget approval. It reduced an average of 78 billable hours per month of manual and inefficient tasks.

Network and Devices Engineer | *Sep. 2015 – May 2019*

- Managed the launch of mobile devices for all distribution channels, which required more than 400 certifications per year. Ensured that 2.5M customers (72% of total) had fully certified devices.
- Implemented models to access devices' behaviour on mobile networks, collecting performance insights and forecasting customers' demands. These allowed to notice the growing trend for Xiaomi devices early (10% of all mobile customers), leading NOS to be the first and only operator in Portugal to partner with this manufacturer and distribute their devices.
- Represented NOS in a European Apple technical forum as its principal specialist for Apple products. Guaranteed the launch of the latest iPhone and iPad models at NOS on their world's release date.
- Developed a Wi-Fi and fleet management solution for Lisbon public buses, used on average by more than 40k customers every day.

EDUCATION

INSTITUTO SUPERIOR TÉCNICO (Lisbon, Portugal)

MSc. Electrical and Computer Engineering | *Sep. 2010 – Nov. 2015*

- Telecommunications and Computer Science specialisation areas.