

# Livia Lima

Network Engineer | Cloud Engineer | Technical Training Coordinator

Greater Sao Paulo, SP, Brazil  
WFH preferable, open to relocate

[livialima.net](http://livialima.net)

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## ACHIEVEMENTS

**Transitioned the scope of Voice support** to integrate to the Network team. I worked closely with stakeholders to deploy the process and structured training.

**Increased to 35% the rate of Cisco certified analysts** in the technical staff. Entry level candidates that get in are then trained in the framework I developed.

**Saved 50k USD to client (a major US bank)** by applying proper governance to their inventory of network circuits and telephone lines.

**Created a static website on AWS from scratch** as a personal project.

## EXPERIENCE

### Sabbatical Career Break - Greater Sao Paulo area, SP, Brazil

DEC 2019 - Current

Career break; I dusted off some old skills and acquired a range of new ones. Started compiling my notes of 10 years of experience and new experiments. Those labs, study materials and articles are hosted at <http://livialima.net>

### Change Management Coordinator - IBM - Hortolandia, SP, Brazil

OCT 2018 - NOV 2019

Coordinated the governance for many clients in Banking, Finance and Industrial Products. I modernized the process. My background helped me working with different technical teams towards a smooth delivery.

### Technical Training Coordinator - IBM - Hortolandia, SP, Brazil

JAN 2017 - SEP 2018

Improved the staff technical knowledge to meet delivery demands. Implemented classroom courses, new technical material, skill assessment and coaching.

### Network Support Analyst - IBM - Hortolandia, SP, Brazil

SEP 2009 - DEC 2016

Managed incidents of complex network issues. Created performance analysis and triage of eligible circuit upgrades. Coordinated installations and connectivity technology conversions. I worked on various projects and initiatives, including hardware upgrades and VoIP implementation.

## SKILLS

- ❑ **Communication:**  
comfortable talking to technical and non-technical staff, customers and business
- ❑ **Network**
  - ❑ Troubleshoot data, voice and video issues
  - ❑ Install, configure and support
  - ❑ Experienced in Cisco products
  - ❑ Juniper Certified (JNCIA-Junos)
  - ❑ Experienced in wireless and cellular 4G/5G solutions
- ❑ **Linux, shell scripting & Git**
- ❑ **Cloud & AWS products**
- ❑ **Technical Training:** done course instruction, on-the-job coaching and individual mentoring
- ❑ **Technical Writing:** wrote and maintained 200+ technical articles
- ❑ **IT Delivery & Governance**
  - ❑ Drive changes and incidents
  - ❑ Host change advisory boards (CABs)
  - ❑ Vendor management; experienced with telecom companies

## LANGUAGES

- ❑ English (fluent)
- ❑ Portuguese (native)
- ❑ French (basic)

