



Nuno Miguel Infante Alves

Date of birth: 08/06/1974 | **Nationality:** Portuguese | **Gender:** Male | **Email address:** nuno.i.alves@gmail.com

● ABOUT ME

Digital Innovation, Change Management and Client Experience Management

● WORK EXPERIENCE

01/01/2021 – CURRENT Lisbon, Portugal

SOLUTIONS SALES EXECUTIVE UNIPARTNER IT SERVICES

Solutions Sales, Account Management, Customer Success Management, New business development
Public Sector and Health

01/03/2016 – 01/01/2021 Lisbon, Portugal

MANAGER UNIPARTNER IT SERVICES

Solutions Leader and business development.
SME in CRM, Customer Experience and Enterprise Change Management
Services Delivery Manager; CRM Delivery Team Lead
Program Management, People Management, Organization Change Management Consulting

01/01/2012 – 01/02/2016 Lisbon, Portugal

ENGAGEMENT MANAGER UNISYS

Program Leader. Mobility, Application Modernization and Systems Integration, CRM consulting and implementation.
Program Leader. Mobility, Application Modernization and Systems Integration, CRM consulting and implementation.

01/05/2000 – 01/01/2012 Lisbon, Portugal

MANAGER AND SENIOR CONSULTANT UNISYS

CRM Program Manager, Local & Regional Government, Public Sector.
Business Development and People Development. CRM Program Manager, Local & Regional Government, Public Sector. Business Development and People Development.
Project Manager and Business Consultant.
Telecom Solutions, Contact Center and IVR solutions design and implementation

01/09/1998 – 01/05/2020 Lisbon, Portugal

SAP CONSULTANT DELPHI AUTOMOTIVE SYSTEMS

SAP internal consultant.
International SAP implementation projects in Portugal, Botswana and Poland

01/10/1997 – 01/06/1998 Coimbra, Portugal

RESEARCH ENGINEER INSTITUTO PEDRO NUNES

Research & Development in Radio Frequency project



EDUCATION AND TRAINING

03/2019 – 05/2022

EXECUTIVE PROGRAM IN MANAGEMENT AND LEADERSHIP MIT SLOAN School of Management

2005 – 2007 Lisbon, Portugal

MASTER OF BUSINESS ADMINISTRATION (MBA) Católica-Lisbon School of Business and Economics

1992 – 1998 Coimbra, Portugal

ELECTRICAL AND COMPUTERS ENGINEERING (TELECOM) Universidade de Coimbra – Faculdade de Ciências e Tecnologia

LANGUAGE SKILLS

Mother tongue(s): **PORTUGUESE**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	C1	B2	B2	B2
SPANISH	C1	C1	B2	C1	B1
FRENCH	A2	B1	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Certified Specialist | Prosci Change Management Practitioner | Problem-solving, critical thinking and ideation | Customer Experience | Microsoft Global Challenger | PMBOK Project management

15/03/2024