

PERSONAL INFORMATION

Ricardo Pateiro Marcão



📍 Rua do Alecrim, Condomínio Porto Belo, Lote 7, 1.º D, Porto Alto, 2135-080 Samora Correia, Portugal,

☎ +351919870504

✉ ricardo.marcao@altran.com

Sex Male | Date of birth 14 Sep 1987 | Nationality Portuguese

WORK EXPERIENCE

Apr 2018–Present

Project Manager I

Altran Portugal, S. A.

Av. D. João II, Lote 1.07.2.1 Piso 2, 1990-096 Lisbon (Portugal)

<https://www.altran.com/us/en/>

- Project management, deadlines and activities management, risk assessment and management, talent acquisition, production of financial documents under Altran's delivery model (based on CMMI level 3) and customer management expectations i
- Review of our delivery management model
- Expertise in Gamification
- Responsibility of implement a gamification model in entire organization, in order to address the performance and motivation through KPIs (key risk indicators), KCIs (key control indicators) and KRIs (key risk indicators). This model uses a Fibonacci Sequence, in order to achieve the main goals of our company in 2018 and 2019: i) boosting sales, ii) improving operations and iii) engaging our employees
- Responsibility of teams' coordination in order to develop prototypes in Digital Therapeutics with gamification in opportunities with Altran, Frog and Aricent
- Responsibility of following up the opportunities with gamification in Health (including digital therapeutics), Energy, Aerospace and Transportation sectors

Business or sector Professional, scientific and technical activities

Jun 2017–Feb 2018

Work Package Leader

Altran Portugal, S. A.

Av. D. João II, Lote 1.07.2.1 Piso 2, 1990-096 Lisbon (Portugal)

<https://www.altran.com/us/en/>

- Project management, deadlines and activities management, risk assessment and management, talent acquisition, production of financial documents under Altran's delivery model (based on CMMI level 3) and customer management expectations in national and international projects related to IT, Strategy and Pharma Quality
- Review of our delivery management model
- Creation of a new kind of offer: Gamification
- Expertise in Gamification
- Responsibility for implementation a gamification model in entire organization, in order to address the performance and motivation through KPIs (key risk indicators), KCIs (key control indicators) and KRIs (key risk indicators). This model uses a Fibonacci Sequence, in order to achieve the main goals of our company in 2018: i) boosting sales, ii) improving operations and iii) engaging our management employees. Through Gamification, we can address the main improvement opportunities and elevate our sales performance and quality. Specifically, this gamification initiative (Power Sales Gamification program for 2017) had the following results: more than 200% overall the indicators and more than 400% in the amount of sales booking

Business or sector Professional, scientific and technical activities

4 Apr 2016–Jun 2017

Advanced Consultant/ Engineer (acting as Project Manager)

Altran Portugal, S. A.

Av. D. João II, Lote 1.07.2.1 Piso 2, 1990-096 Lisbon (Portugal),

<https://www.altran.com/us/en/>

Project management, deadlines and activities management, risk assessment and management, talent acquisition, production of financial documents under Altran's delivery model (based on CMMI level 3) and customer management expectations in national and international projects related to IT, Strategy and Pharma Quality

Business or sector Professional, scientific and technical activities

Oct 2015–Present Graduate Research Assistant

Universidade Europeia | Laureate International Universities, Estrada da Correia, n.º 53, 1500-210 Lisboa (Portugal) | 650 S. Exeter Street, 21202-4382 Baltimore, Maryland (USA)

Researcher for the following topics:

- Enterprise frameworks
- Gamification
- Project management
- Performance management
- Talent retention
- Capital profitability

Apr 2013–31 Mar 2016 Consultant

Capgemini Portugal
Avenida do Colégio Militar, 37, Torre Colombo Oriente, Piso 10, 1500-180 Lisboa (Portugal)

<http://www.capgemini.pt>

Prospecting new business opportunities, development of new commercial proposals and Top Management Consultant in different sectors, acting also as IT consultant and PMO consultant

Business or sector Setor dos Serviços Profissionais

May 2012–Apr 2013 Trainee Consultant

Capgemini Portugal
Avenida do Colégio Militar, 37, Torre Colombo Oriente, Piso 10, 1500-180 Lisboa (Portugal)

<http://www.capgemini.pt>

Participation in IT projects as IT/ Funcional Consultant and Team Leader with the best world player on the telecommunications sector and in the University of Lisbon on FénixEDU

Business or sector Setor dos Serviços Profissionais

Sep 2011–Jul 2013 Research Consultant

Agência para a Modernização Administrativa, I. P. (Presidency of the Council of Ministers)
Rua Abranches Ferrão, 10, 1600-001 Lisboa (Portugal)

<http://www.ama.pt>

Co-production of Global Strategic Plan in order to reduce the communications cost in Public Administration. ArchiMate and UML were the focused technologies

Business or sector Setor Público

EDUCATION AND TRAINING

Mar 2019–Apr 2019 Executive Mini MBA with Lean Six Sigma Yellow Belt Certification

EQF level 7

Broward College/ Florida Atlantic University
3501 SW, Davie Rd, FL 33314 Davie, FL (United States)

<http://www.broward.edu/Pages/home.aspx>

- Coaching sessions with industry professionals
- Communication – Multi-generational in a Global Economy
- Finance for Managers
- Innovation & Trade

- Leadership and Organizational Change Management
- Sales, Marketing, and Strategic Planning

Mar 2018–Mar 2018	Executive Education on Innovation and Strategy Harvard Extension School, Harvard University 51 Brattle St, MA 02138 Cambridge (United States) https://www.extension.harvard.edu/ <ul style="list-style-type: none">- Exploring the habits of today's "new innovators"- Bringing diverse talent together to spark new ideas- Fostering innovative strategies, eliminating obstacles, and managing risk- Ensuring that innovation remains a strategic priority- Driving innovation across the organization- Hiring and partnering for successful innovation- Measuring success in achieving innovation goals	EQF level 7
Oct 2017–Oct 2017	Executive Education on Finance for Non-financial Managers Catolica Porto Business School, Universidade Católica Portuguesa R. de Diogo Botelho 1327, 4169-005 Porto (Portugal) https://www.catholicabs.porto.ucp.pt/catholicabs-porto <ul style="list-style-type: none">- The company under the perspective of finance- Financial accounting- Financial analysis- Planning systems and budgetary control- Cost analysis and decision making- Investment decisions- Financial management	EQF level 7
Oct 2015–Sep 2020	PhD in Management Laureate International Universities 650 S. Exeter Street, MD 21202 Baltimore (United States) https://www.laureate.net/ <p>Development of a gamification model in order to address the performance management, having the following main courses:</p> <ul style="list-style-type: none">- Corporate Strategy- Epistemology in Management- Individuals, Groups and Organizations- International Seminar in Management- Management Information Systems- Management Research Methods: Qualitatives- Management Research Methods: Quantitatives- Organization Behaviour and Human Resources- Research Design in Management- Research Projects I and II- Research Development and Publication- Thesis in Management	EQF level 8
Sep 2014–Sep 2015	Executive Master in Management Laureate International Universities 650 S. Exeter Street, MD 21202 Baltimore (United States) https://www.laureate.net/ <p>Finance & Investment</p> <ul style="list-style-type: none">- Case Study- Finance- Management Control <p>Management & Competitive Intelligence</p> <ul style="list-style-type: none">- Case Study- Competitive Intelligence & Market Research- International Economic Environment	EQF level 7

- Strategy: Cases of Industrial Recreation

Markets & Innovation

- Case Study
- Economic Psychology
- Product Development & Innovation
- Relational & Digital Marketing

Operations & Systems

- Case Study
- Executive Information Systems
- Project Management
- Supply Chain & Distribution Systems

People & Competences

- Case Study & Seminar
- Leadership & Team Management
- Negotiation
- Performance Management

Sep 2009–Jun 2014

MSc on Computer Science and Engineering

EQF level 7

Instituto Superior Técnico (Taguspark), University of Lisbon
Av. Prof. Dr. Cavaco Silva, 13, 2744-016 Oeiras (Portugal)
<http://tecnico.ulisboa.pt>

Major in Corporate Information Systems

- Architecture, Processes and Tools for Information Systems
- Organizational Architecture for of Enterprise Information Systems
- Management and Treatment of Information
- Decision Support Systems
- Enterprise Systems Integration

Minor in Intelligent Systems

- Autonomous Agents and Multi-Agent Systems
- Natural Language
- Search and Planning

Application Areas

- Strategic Management
- Organization and IT Function Management

Project and Master Thesis

- Development of an Information Management Model, focusing Performance Monitoring and using the alarmist concept

Sep 2006–Feb 2012

BSc on Computer Science and Engineering

EQF level 6

Instituto Superior Técnico, University of Lisbon
Avenida Rovisco Pais, 1, 1049-001 Lisbon (Portugal)
<https://tecnico.ulisboa.pt/en/>

Computer Science

- Analysis and Synthesis of Algorithms
- Computer Architecture
- Databases
- Compilers
- Computer Graphics
- Software Engineering
- Foundations of Programming
- Artificial Intelligence
- Human-Computer Interaction
- Introduction to Algorithms and Data Structures
- Logic for Programming
- Systems Analysis and Modeling
- Object-Oriented Programming
- Computer Networks
- Digital Systems
- Distributed Systems
- Systems and Signals
- Operating Systems

Engineering Sciences

- Linear Algebra
- Complex Analysis and Differential Equations
- Differential and Integral Calculus I and II
- Electromagnetism and Optics
- Mechanics and Waves
- Discrete Mathematics
- Probabilistic and Statistics
- Theory of Computation

Soft Skills

- Management
- Portfolio I and II

Sep 2002–Jul 2005

High School (Natural Sciences topic)

EQF level 5

Escola Secundária Conde de Monsaraz
 R. João de Deus, 99, 7200-255 Reguengos de Monsaraz, Évora (Portugal)
<http://www.aermonsaraz.com>

PERSONAL SKILLS

Mother tongue(s) Portuguese

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
French	B1	B2	A2	A2	B1
Spanish	C1	B2	B1	B1	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
 Common European Framework of Reference for Languages - Self-assessment grid

Communication skills

- Good communication skills
- Good presentation skills
- Good interface skills/ relationship skills between our customers and our colleagues in a project team

Job-related skills

- Customer management and its expectations under consulting projects
- Team leadership
- Project management, under PMI best practices
- Development of commercial proposals, market analysis and prospecting new business opportunities
- Talent acquisition
- Requirements management
- Business process management
- Development of information system management models, SWOT analysis, benchmarking reports, responsibilities matrix, CRUD matrix to relate entities, requests for proposals, competitors' evaluation and business cases
- Using Zachman framework to map and address of business and IT function
- Operational efficiency management
- Cost management

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital skills - Self-assessment grid

<p>Scrum Master Accredited Certification™ Scrum Product Owner Accredited Certification™ Accredited Product Manager™ Accredited Program Manager™ Accredited Project Manager™ Accredited Project Quality Manager™ Accredited Project Requirements Analyst™ Accredited Service Manager™ Scaled Scrum Expert Accredited Certification™ Scrum Certification for Java Developer™ Scrum Certification for Mobile App Developer™ Scrum Certification for Web Developer™ Scrum Coach Accredited Certification™ Scrum Trainer Accredited Certification™ Doctor in Management (ongoing) Master in Management Master in Information Systems and Computer Engineering Major in Corporate Information Systems Minor in Intelligent Systems Bachelor in Information Systems and Computer Engineering</p>
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Development Tools: i) CVS, ii) Eclipse, iii) Enterprise Architect, iv) Microsoft Biztalk, v) Microsoft SQL Server, vi) Microsoft Visual Studio, vii) Netbeans, viii) PostgreSQL and ix) SVN

Modeling Languages: i) ArchiMate, ii) BPMN, iii) OWL, iv) SysML and v) UML

Programming Languages: i) Assembly, ii) C, iii) C++, iv) Common LISP, v) Flash, vi) HTML, vii) Java, viii) Mathematica, ix) MatLab, x) Scheme, xi) SQL, xii) XML, xiii) XQuery, xiv) XPath, xv) PL/SQL and xvi) .Net

Production Documents Software: i) LaTeX, ii) Microsoft Office: Excel/ Word/ PowerPoint, iii) OpenOffice, iv) SPSS and v) Scrivener

Operating Systems: i) Microsoft Windows, ii) Linux and iii) Mac OS

Driving licence B, B1

ADDITIONAL INFORMATION

Memberships

- Rotaract Club Lisboa Norte (since 2016)
- Foundinf member of SCIP PT Chapter (Strategy and Competitive Intelligence Professionals) (since 2014)
- Students Association Member: Coordinator for Taguspark Campus of Instituto Superior Técnico (2011-2012)
- President of Grupo de Contacto com Empresas for Instituto Superior Técnico (2011-2012)
- Oxford English Certificates: B1.1 (2009), B1.2 (2010) e B2 (2011);
- Coordinator of Grupo de Contacto com Empresas for Instituto Superior Técnico (2010-2011)
- Students Association Member: Collaborator for Alameda Campus (2010-2011)
- Collaborator for Grupo de Contacto com Empresas for Instituto Superior Técnico (2009-2010)
- Surf player: Centro Internacional de Surf (2008-2009)
- Surf player: Núcleo de Surf do Instituto Superior Técnico (2007-2009)
- Scout: CNE Group 1085 (1994-2004)

Publications

- Gamificação: Técnicas de jogo ajudam a mudar a produtividade
Líder, PT, Sep 2019
- Diário de Notícias, PT, Sep 2019
- Jornal de Notícias, PT, Sep 2019
- Dinheiro Vivo, PT, Sep 2019
- DN Insider, PT, Sep 2019
- Gamifying the product quality reviews in the pharmaceutical industry
20th European Conference on Knowledge Management, PT, Sep 2019
- Power Sales Gamification: A new engine for motivation
Human Resources Portugal PT, Nov 2018
- Digital Economy in Portugal 2018: What is the Gamification? Altran creates the Power Sales Gamification
APDC – Ass. Portuguesa para o Desenvolvimento das Comunicações, PT, Sep 2018

- Gamification: The Holy Grail of productivity
Dinheiro Vivo, PT, Jun 2018
- Performing Enterprise Architectures Through Gamified Business Models
IGI Global, USA, Dec 2018
- Gamification in sales effectiveness activity
International Journal of Library Science, USA, Jul 2018
- Developing medical prototypes with gamification
Asian Journal of Science and Technology, India, May 2018
- Gamification in Project Management
2nd Int. Conf. on Economic and Business Management, China, Oct 2017
- Corporate frameworks and technological products focusing alarmistic and monitoring indicators of control and performance
11th Iberian Conference on Information Systems and Technologies, Spain, Jun 2016

Talks, Conferences and Seminars

- Using Gamification: A new way to boost our performance
ISLA Leiria, Leiria, Dec 2019
- A new approach for control management: Performance monitoring
Barcelona, Spain, Jul 2018
- Developing medical devices with gamification
Ottawa, Canada, Mar 2018
- Performing operation management with gamification
Toronto, Canada, Mar 2018
- Developing medical prototypes with gamification
Los Angeles, CA, USA, Feb 2018
- Gamification in sales effectiveness activity
Seoul, South Korea, Nov 2017
- Monitoring the performance management through alarmistic and gamification
Chicago, IL, USA, Nov 2017
- Enterprise architecture as a key to address performance management
Singapore, Nov 2017
- Gamification in Project Management
Shanghai, China, Oct 2017
- Corporate frameworks and technological products focusing alarmistic and monitoring indicators of control and performance
Gran Canaria, Spain, Jul 2016

Projects

- Insurance sector client: Migration of a contents' management system to OutSystems
Mar 2020 - Jul 2020
- Altran Portugal Internal Project: Projection, development and management of a gamification initiative for 2020
Jan 2020 - Jan 2021
- Telco sector authority: Application management services
Jan 2020 - Dec 2020
- Banking sector authority: SAP Management contract and projects
Sep 2019 - Nov 2019
- Banking and credit sector: Development of an application to manage all templates of the company in OutSystems
Feb 2019 - Nov 2019
- Altran Portugal Internal Project: Projection, development and management of a gamification initiative for 2019
Jan 2019 - Jan 2020
- Fish sector client: Development of a study in order to implement an electric auction system
Sep 2018 - Jul 2019
- Banking and credit sector client: Development of a study to rethink IT architecture function
Sep 2018 - Mar 2019

- Risk and credit sector client: Development of an IT assessment
Jul 2018 - Jan 2019
- Maritime transport sector client: Development an analytics assessment
Jul 2018 - Sep 2018
- Transports' sector client: Improvement of an application to manage the suppliers
Jun 2018 - Dec 2018
- Retail sector client: Assess and analysis the pack of proposed contractors of an RFP
May 2018 - Jul 2018
- IRN, IP: Development of an observatory to regist the territory and prevent the fires
Mar 2018 - May 2018
- Tobacco sector client: Update of SAF-T processing system in SAP
Feb 2018 - Nov 2018
- Altran Portugal Internal Project: Projection, development and management of a gamification initiative for 2018
Jan 2018 - Jan 2019
- Pharmaceutical sector client: CQV process analysis
Oct 2017 - May 2018
- Fish sector client: Development of a business applications assessment
Oct 2017 - Jan 2018
- Transports' sector client: Maintenance of an application to manage the suppliers
May 2017 - May 2018
- Pharmaceutical sector client: Development of product quality reviews
May 2017 - Jan 2018
- CP, EPE: Maintenance of an application to manageto working hours and holidays of the employees
Apr 2017 - Oct 2018
- eSPap, IP: Evolutionary maintenace of business applications
Apr 2017 - Jan 2018
- eSPap, IP: Corrective maintenace of business applications
Apr 2017 - Sep 2017
- Altran Portugal Internal Project: Projection, development and management of a gamification initiative for 2017
Mar 2017 - Jan 2018
- Instituto de Informática, IP/ Caixa Geral de Aposentações, IP: Development of an integration study between Caixa Geral de Aposentações and social security
Jan 2017 - Dec 2017
- INFARMED, IP: Re-development of a portal do manage the national register of clinical studies
- INFARMED, IP: Re-development of a drugs' database management system
Sep 2016 - Nov 2016
- INFARMED, IP: Development of a portal for processing requests for authorization for exceptional use
Apr 2016 - Mar 2017