

Bruno Santos

Information Systems & Technology Director



Personal Info

Location

Lisbon, Portugal

E-mail

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LinkedIn

linkedin.com/in/BrunoRSantos

Skills

Ethics and Responsibility

Commitment and Dedication

Leadership and Team Spirit

Communication and Assertiveness

Information Systems and Technology Director.

Innovation and Digital Transformation Program Manager.

Informatics and Computing Engineer, Postgraduate in Information Systems and Technology Management.

Experience

2018 - present

Head of Information Technology

Gallo Worldwide

Head of the Information Technology department of Gallo Worldwide, a Portuguese multinational company that owns the secular olive oil brand Gallo, which includes Victor Guedes factory in Abrantes, Portugal, and Gallo Brasil, a Brazilian subsidiary with its headquarters in São Paulo, Brazil.

The responsibilities include defining the Company's Information System strategy and managing the department's budget, programs and projects, operations, security, services and contracts.

Most popular project: Implementing a New, Modern Workplace.

2017 - 2018

Information Systems Manager

TAP Air Portugal

Device Manager of TAP Air Portugal Group, which includes more than 5000 computers from all offices around the world, its subsidiaries, such as TAP Maintenance & Engineering and UCS (Group's Health Care), and the Flight Operations department, with more than 1000 Pilots with notebooks certified by the Portuguese Civil Aviation Authority to be used in the airplanes cockpits.

Innovation and Digital Transformation Program Manager.

Licensing and Services Contracts Manager, some of them up to 2-3 M€/year.

2013 - 2017

Information Technology Systems Manager

TAP Air Portugal

Responsible for all Microsoft technology systems of TAP Air Portugal Group. Licensing and Services Contracts Manager, some of them up to 2-3 M€/year.

Information Systems Analyst and Architect.

Innovation and Digital Transformation Program Manager.

Most popular project: Adopting Microsoft Office 365 Cloud Services.

2008 - 2013

Information Technology Systems Architect

TAP Air Portugal

Information Technology Systems Analyst, Architect and Project Manager.

Managing systems implementation and evolution projects.

Defining and creating processes and operational procedures to be used by the Service Management and Service Desk Teams.

2007 - 2008

Software Engineer

TAP Air Portugal

As a member of the Flight Operations Department ("DOV", in Portuguese), this team was responsible for creating and managing a portal to be used by TAP Air Portugal's Flight Crew - the Portal DOV.

In 2007, I have created a new version of the portal, adapted and optimized to the first generation of mobile devices browsers.

Both portals were developed in Microsoft .NET Framework and Compact Framework (C#).

- 2004 - **Computer Technician**
2006 Faculty of Engineering at University of Porto
Technical and hardware management of Faculty of Engineering at the University of Porto's computers.
Technical support to teachers and students, such as in exams.
- 2003 - **Professional Trainer**
2004 CERTFORM - Escola de Formação Prática
Teaching Microsoft Office Outlook, Word, Excel and PowerPoint.
- 2003 - **Particular Teacher of Maths and Physics**
2011 Teaching Maths and Physics, both from High School to University level.
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Education

- 2014 - **Nova Information Management School - Postgraduate**
2015 **Program in Information Systems and Technologies**
Management
The Postgraduate Program in Information Systems and Technologies Management is aimed at those who have roles in Information Systems (IS), namely managers and experts in the coordination and development of IS projects, IT auditing, quality control and strategic management of IS.
This Postgraduate Program gives access to the Master Degree Program in Information Management, with a specialization in Information Systems and Technologies Management, which is ranked as the best Master Degree Program in Information Systems Management in Portugal and the 2nd in Western Europe by Eduniversal, international agency that publishes an annual ranking of the best Master degree programs and MBA in the world.

Final score of 16,13; best student of the year and presence in the University's Merit Board.
- 2001 - **Faculty of Engineering at University of Porto - Informatics**
2007 **and Computing Engineering**
5 years, 300 ECTS pre-Bologna process course, equivalent to present Integrated Masters Degree:
 - to provide a solid base of scientific and engineering education, essential for interacting with other engineering specialties, and supporting a superior professional practice;
 - to provide a solid and specialized training and education, allowing the conception, specification, design and implementation of products, processes and services, based on computers, computations and information technologies;
 - to stimulate the acquisition and training of soft skills like creative attitudes and capabilities, critical mind, leadership and team work;
 - to stimulate the entrepreneurship and innovation spirit, risk assessment and opportunity exploitation;
 - to provide process management learning, stimulating quality and productivity increase and resource optimization;
 - to provide the required training and learning for granting the professional title of Engineer by the Portuguese Professional Engineering Association.
Final score of 13,45.

2001 -
present

Other Trainings, Certifications and Workshops

- Training in Project Management (PMI/PMP);
- Training and certification in ITIL and ITSM;
- Certified Professional Trainer (Certificate of Pedagogical Skills);
- Training and workshops in Management;
- Training and workshops in Negotiation;
- Training and workshops in Time Management;
- Training and workshops in Soft Skills;
- Training and workshops in High Performance Teams;
- Training and certification in Microsoft Project and SharePoint;
- Training and workshops in Microsoft Active Directory, Microsoft Exchange, Microsoft System Center.

1996 -
2001

Faculty of Engineering at University of Porto - Civil Engineering

Frequency of the 4.th year of the Civil Engineering Bachelor Degree (5 years, 300 ECTS pre-Bologne process course, equivalent to present Integrated Masters Degree).