

# André Alho

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**OutSystems expert. Application developer.  
Delivery manager. IT strategist.**

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As an expert **OutSystems developer**, I serve as a **strategic consultant** to clients on matters of technical risks, innovation, and systems integration. I combine deep technical knowledge of mathematics, programming, and economics with the skill of a process designer, and a knack for maximizing outcomes. I have a keen eye for translating client needs into architecture and creating functional, custom-fit solutions. I am accurate, fast, an agile thinker, and a creative solver of complex problems.

## Professional Experience

### Partner and CEO

HoldingBiz; Jun 2015 – present

**Skills used:**  
Outsystems Platform,  
jQuery, .NET, MSSQL

**ROLE OVERVIEW:** As founder and CEO, I am responsible for strategic direction, day-to-day operations, and business development for HoldingBiz. As developer and project manager, I interface with clients to understand their needs, design and build customized solutions that balance mission-critical requirements with cost and system capabilities, and train clients to get the most out of their systems. My goal is to create solutions that deliver superb functionality, save time and money, and provide business intelligence analytics critical for making good decisions.

**INTERESTING CHALLENGE:** Eliminating bottlenecks, and replacing poorly controlled paper and Excel files with agile workflows and web applications. Key challenges in developing OutSystems solutions include **data volume/performance, complex mathematics** that drive system analytics, and creating analytical dashboards with **actionable, responsive, and easy to understand** metrics and reports.

### Delivery Manager

Bool Software Consulting; Sept 2014 – May 2016

**Skills used:**  
Oracle, Outsystems  
Platform, .NET

**ROLE OVERVIEW:** My primary role as a delivery manager is to serve as a translator and bridge between the technical team and the client. I am responsible for effectively managing a team of developers, and stepping in as expert developer on complex issues. I coordinate solution development and testing, and verify that production releases satisfy all client business requirements. My other roles include international business development and talent scouting.

**INTERESTING CHALLENGE:** OutSystems solution development and integration with legacy systems is like a complex puzzle. I must focus on the details without losing sight of the big picture, and be quick in identifying missing pieces. A recent project involved creating a fully integrated customer service dashboard for a major airline that would interface with real-time flight status, luggage database, customer records, e-mail, and internal communications. Prior to this project, the workflow included copying and pasting data between 7 different system windows. It was slow and riddled with mistakes. Thanks to systems integration and optical character recognition, all that data is now automatically pre-filled, eliminating human error and streamlining the process.

# André Alho

## **Skills used: Senior Consultant**

Outsystems Platform,  
PHP, MySQL , MSSQL

PKF Portugal; Jan 2008 – Aug 2014  
PKF Consulting; Jun 2006 – Jan 2008

**ROLE OVERVIEW:** I started at PKF as a developer, quickly promoted to project manager, and top project manager. As a technical lead and interface point with the client, I was responsible for managing technical resources, assisting my team hands-on with complex issues, meeting ambitious timelines for mission-critical applications, identifying system deficiencies, and implementing agile solutions.

**INTERESTING CHALLENGE:** Develop a systems solution to support a centralized Call Center operation for a radiology clinic. Project requirements included streamlined scheduling across multiple locations, high scalability, and a flexible, user-friendly analytics dashboard. The task was to build a fully integrated portal that automates the entire workflow, from scheduling patient exams to delivering results. Key challenges included developing expert proficiency when working with distributed, redundant, and transactional systems. Continuous process improvement, both internal to my team and on the client side, was also critical.

## **Education and Certifications**

### **OutSystems Certifications:**

2012 Associate Pre-Sales

2010 Expert Developer

2010 Business Process Technology, Associate Sizer, Professional Delivery Manager

2009 Trainee Engagement Manager

2007 Professional Support Engineer

2006 OutSystems Developer

### **2008 Information Systems Management Post-Graduate Degree**

ISCTE, Lisbon, Portugal

### **2007 Computer Engineering Degree**

Universidade Independente, Lisbon, Portugal

## **Industries of applied experience**

Finance. Banking. Healthcare. Utilities. Public sector. Payment processing.

## **Other skills**

Business process analysis. Process optimization. Business analysis with focus on function and efficiency. Leadership skills.