

# André Alho

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outsystemsexpert.com

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

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Alcobaça, Portugal

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.

## Trainings & Certifications

- 2012 Outsystems Associate Pre-Sales
- 2010 Outsystems Expert Developer
- 2010 Outsystems Business Process Technology Hands-on Training
- 2010 Outsystems Associate Sizer
- 2010 Outsystems Professional Delivery Manager / BootCamp
- 2009 Outsystems Trainee Engagement Manager
- 2007 Outsystems Professional Support Engineer / BootCamp
- 2006 Outsystems Developer BootCamp

## Formal Education

- 2008 Information Systems Management Post Graduation – ISCTE – LISBON
- 2007 Computer Engineering Degree – Universidade Independente – LISBON

## Languages spoken

Portuguese:  
Mother tongue

English:  
Fluent

Spanish:  
Intermediate

French:  
Basics

## Technical Knowledge

**Operating systems:**  
Windows, Android

**Databases:**  
MySQL, Microsoft sql server,  
Oracle, Microsoft Access

**Programming languages:**  
Java, OutSystems, .NET (C#,  
ASP.NET), PHP, Javascript,  
HTML5

**Methodologies**  
Agile, SCRUM, KABAN, UML

**Frameworks:**  
Jquery, Bootstrap, AJAX, REST,  
Web Services, .NET

**Tools**  
OutSystems Development  
Environment, Visual Studio,  
Microsoft® SQL Server®  
Management Studio

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## Business Knowledge

### Finance:

FOREX Market, Futures Market, CFD Market, SAFT-PT File Generation (Portuguese Law), PHC Software (ERP)

### Health:

Dental Clinics, Radiology, Hospital, Scheduling Management Systems, Psychotherapy & Psychiatry Clinics

### Banking:

Market Room, Trading

### Utilities:

Electricity, Billing, Gas

### Payments:

Electronic Invoice Generation, PS2 File to Bank Systems

### Public sector:

Portuguese Ministry of Foreign Affairs, National Utilities

## Functional Knowledge

### BUSINESS/FUNCTIONAL ANALYSIS

- Gathering/definition of business requirements
- Functional analysis
- Technical direction
- Design, development, testing and deployment
- Maintenance

Strong ability to understand the dependencies between system components, and how they translate into function and value to the end user and the client.

### PROCESS ANALYSIS

- Business process analysis
- Process improvement and optimization

### TESTING

- Test execution
- Functional testing

### APPLICATION MANAGEMENT

- Incident management
- Writing technical instructions
- Production follow up
- Maintenance

### PEOPLE MANAGEMENT

Lead, inspire, motivate and manage software development teams

## References

### CANYON SOLUTIONS

Name: Vinod Nannapaneni,  
Relationship: Client  
Tel: US 614.653.2217

### IMI

Name: Nelson Mendes,  
Relationship: Client  
Tel: PT 96 984 8993

### DSS

Name: Melanie Rhodes,  
Relationship: Client  
Phone:  
Tel: 011.513.319.8439

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**CLIENT:**  
**TAP Portugal**

TAP Portugal is the flag carrier airline of Portugal, headquartered at Lisbon Portela Airport which also serves as its hub. TAP is a member of the Star Alliance, and operates almost 2,000 flights a week to 88 destinations in 38 countries worldwide. The company has a fleet of 77 airplanes, 61 of which manufactured by Airbus and 16 other are operated for TAP Portugal Express.

**DATES:** September 2014 - Present

**PROJECT:**  
Create a fully integrated customer service dashboard that interfaces with real-time flight status, luggage database, customer records, e-mail, and internal communications.

**ROLE:** Delivery manager (team of 5 developers and 2 delivery managers)

**CONTEXT:**

- Eliminate human error in copy/pasting information between system windows
- Streamline the process, creating time efficiencies

**FUNCTIONS IMPROVED:**

- Compensation WorkFlow
- Team Communication
- Multiple Integrations
- EMD Automatic Issue

**PROJECT MANAGEMENT COMPONENTS:**

- Development
- Task estimate
- Business analysis
- Delivery management
- Testing

**TECHNICAL/FUNCTIONAL ENVIRONMENT:**

- OutSystems platform 7.0, 8.0.1
- On-premises infrastructure

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**CLIENT:**  
**ERSAR**

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ERSAR is a national regulatory authority for public water supply, sanitation waste water, and management of municipal solid waste in Portugal.

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**DATES:** December 2013 – June 2014

**PROJECT:** Automate generation of tax invoices.

**ROLE:** Delivery manager (team of 1 developer and 1 delivery manager)

**CONTEXT:**

- Address calculation of tax values, creation of tax letters.
- Automatically export resulting documents into the existing document management solution, making them available for bulk printing and report generation.

**FUNCTIONS IMPROVED:**

- Employee Time Tracking
- Report Generation Mechanism
- KPI Programming

**PROJECT MANAGEMENT COMPONENTS:**

- Development
- Task estimate
- Business analysis
- Delivery management
- Testing

**TECHNICAL/FUNCTIONAL ENVIRONMENT:**

- OutSystems platform 7.0
- On-premises infrastructure

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**CLIENT:**  
**Clinicas O Meu Dentista**

Clinicas O Meu Dentista is a network of dental clinics in Portugal and Spain.

**DATES:** June 2011 – August 2014

**PROJECT:** Create an operational system, and integrate with existing infrastructure across geographic locations.

**ROLE:** Delivery manager (team of 2 developers and 1 delivery manager)

**CONTEXT:**

- Create an operational system that integrates across functional areas and geographic locations.

**PROJECT MANAGEMENT COMPONENTS:**

- Accounting
- Accounts receivable
- Appointment management
- Calendar management
- Claims management
- Reminders
- Clinical charting
- Digital imaging
- Inventory and POS
- Patient payment history
- Payment processing
- Treatment planning

**PROJECT MANAGEMENT COMPONENTS:**

- Development
- Task estimate
- Business analysis
- Delivery management
- Testing

**TECHNICAL/FUNCTIONAL ENVIRONMENT:**

- OutSystems platform 6.0, 7.0, 8.0.1
- On-premises infrastructure

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## CLIENT:

**IMI (Imagens Médicas Integradas)**

IMI provides radiology services to over 12 clinics belonging to 8 different societies . IMI services include X-ray, CAT Scan, Ecography, Mammography, Osteodensitometry, MRI Scan, and Teleradiology. IMI works with more than 500 partners.

**DATES:** June 2009 – Present

**PROJECT #1:** Optimization of Call Center operations

**ROLE:** Developer and Delivery Manager (with 1 staff developer)

## CONTEXT:

- Optimize the operations of a centralized Call Center;
- Streamline scheduling across multiple offices and locations;
- Support expansion into the new market of outsourcing imaging services from hospitals;
- Provide high scalability, simplified integration ability, flexible and complete analytics on company operations;
- Create a future-proof solution.

## FUNCTIONS IMPROVED:

- Accounting
- Accounts receivable
- Appointment management
- Calendar management
- Claims management
- Reminders
- Clinical charting
- Digital imaging
- Inventory and POS
- Patient payment history
- Payment processing
- Treatment planning

## PROJECT MANAGEMENT COMPONENTS:

- Development
- Task estimate
- Business Analysis
- Delivery Management
- Testing
- Infrastructure Management
- Platform upgrades

## TECHNICAL/FUNCTIONAL ENVIRONMENT:

- OutSystems platform 4.1, 4.2, 5.1, 6.0, 8.0.1
- On-premises infrastructure
- Integrations with Siemens worklists, CareStream, Alert, Soho, and multiple SQLs
- Integrations based on hl7 protocol, web services, etc.
- Integration with Philips voice recognition server

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## **CLIENT:**

**IMI (Imagens Médicas Integradas)**

IMI provides radiology services to over 12 clinics belonging to 8 different societies . IMI services include X-ray, CAT Scan, Ecography, Mammography, Osteodensitometry, MRI Scan, and Teleradiology. IMI works with more than 500 partners.

**DATES:** June 2009 – Present

**PROJECT #2:** Internet portal for managing radiology exams

**ROLE:** Developer and Delivery Manager (with 1 staff developer)

## **CONTEXT:**

- Automate the overall workflow, from exam scheduling to delivery of the final exam reports to the physician (first effort of its kind).
- Fully integrate the portal with the existing RIS (Radiology Information System).

## **FUNCTIONS IMPROVED:**

- Workflow
- Performance
- Market positioning for IMI

The new portal allowed IMI to provide an innovative service, and helped IMI promote an image of innovation by associating the IMI brand to internet technologies.

## **PROJECT MANAGEMENT COMPONENTS:**

- Development
- Task estimate
- Business Analysis
- Delivery Management
- Testing

## **TECHNICAL/FUNCTIONAL ENVIRONMENT:**

- OutSystems platform 5.1, 6.0, 8.0.1
- On-premises infrastructure
- Integrations with RIS

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## **CLIENT:**

### **Banco Espirito Santos**

Banco Espirito Santo was one of Portugal's leading banking groups, based in Lisbon. It held €80,700 million in assets as of March 2011, and served 2.1 million clients. The bank was comprised of the following functional areas:

- Commercial banking
- Retail and investment banking
- Insurance
- Asset management
- Venture capital

**DATES:** June 2009 – December 2009

**PROJECT:** Application development for Market Room, integrated with 3 main rating agencies, and several calculations for key internal indicators.

**ROLE:** Delivery manager (team of 2 developers and 1 delivery manager)

## **CONTEXT:**

- Eliminate the need for copy/pasting data between system screens
- Mission-critical Excel spreadsheets refined to perform calculation that define market strategy in close to real time.

## **FUNCTIONS IMPROVED:**

- BackOffice Management
- KPI Programming
- Standard & Poor's Integration
- Moody's Integration
- Fitch Group Integration

## **TECHNICAL/FUNCTIONAL ENVIRONMENT:**

- Development
- Task estimate
- Business analysis
- Delivery management
- Testing

## **TECHNICAL/FUNCTIONAL ENVIRONMENT:**

- OutSystems platform 6.0
- On-premises infrastructure
- TIBCO



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**CLIENT:**  
**Clínicas VitalDent**

Clinicas VitalDent is a network of dental clinics in Portugal.

**DATES:** June 2008 – January 2009

**PROJECT:** Integration between stock systems from clinics. Creating automated triggers to generate supplier invoices.

**ROLE:** Delivery manager (team of 2 developers and 1 delivery manager)

**CONTEXT:**

- Create integration between individual franchise locations and central franchise office
- Streamline supply process, from order placement to invoicing.

**FUNCTIONS IMPROVED:**

- Stock Management
- Medical Treatment Plan
- Image Software Integration
- SAFT-PT Certification
- Multiple Reports
- Central Billing WorkFlow
- Electronic Prescription Integration

**PROJECT MANAGEMENT COMPONENTS:**

- Functional analysis
- Solution design
- Implementation
- Delivery management
- Testing / acceptance of solution

**TECHNICAL/FUNCTIONAL ENVIRONMENT:**

- OutSystems platform 6.0
- On-premises infrastructure

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## CLIENT:

### Portuguese Ministry of Foreign Affairs

The Secretary General of the Ministry of Foreign Affairs is a Portuguese public institution that provides technical and administrative support to the Ministry's departments, offices and services in the following areas:

- State protocol
- Management of HR, financial resources, and properties
- Staff training
- Legal and litigation services
- Planning
- Public relations
- Information and communications technologies
- Policy analysis and implementation
- Management and organization-wide systems

**DATES:** March 2007 – March 2008

**PROJECT:** Optimize, re-design, and automated administrative processes as part of a system-wide move towards integration, agility, and efficiency

**ROLE:** Developer (team of 3 developers and 1 delivery manager)

## CONTEXT:

- Simplex is a high-profile initiative with strong political support, addressing the need for simplifying the Portuguese public sector and its service delivery.
- Replace dispersed and poorly controlled Excel files and papers with agile web applications and workflows.
- Goals: Cut red tape and eliminate bottlenecks.
- New applications must be easy to use, scalable, and transparently integrated.
- Development approach had to be rapid, flexible, and cost-effective.
- The solution had to address current and future needs and requirements.

## FUNCTIONS IMPROVED:

- Centralization
- Integration
- Data control (no duplication)
- High user adoption
- Process simplification
- Automation of time-consuming tasks
- Short release cycles for new applications
- Continuous realignment of existing applications
- Easy access to information
- Reduction in human error

## FUNCTIONS IMPROVED

- Development
- Testing

## TECHNICAL/FUNCTIONAL ENVIRONMENT:

- OutSystems platform 4.1, 4.2, 5.1
- On-premises infrastructure

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## CLIENT:

**Client: Galp TransGás**

Transgás is a subsidiary of the Galp Energia Group. Natural gas was introduced in Portugal in 1997 in order to provide a competitive, convenient, and ecological energy source. In addition to diversifying Portugal's energy resources, natural gas reduces oil dependence and increases the competitiveness of the Portuguese industry. Galp Energia was the leader of this national project, and participated in construction of high and low-pressure infrastructures, and in the creation of the Portuguese natural gas market. The main functional areas of the company include:

- Import
- Storage
- Transportation
- Regasification

**DATES:** December 2006 – March 2007

**PROJECT:** Optimize, re-design, and automated administrative processes as part of a system-wide move towards integration, agility, and efficiency

**ROLE:** Developer (team of 3 developers and 1 delivery manager)

## CONTEXT:

- Convenient web browser interface allows users to view all related business activities.

## FUNCTIONS IMPROVED:

- Geo Business Data
- Graphic Visualization

## PROJECT MANAGEMENT COMPONENTS:

- Development
- Testing

## TECHNICAL/FUNCTIONAL ENVIRONMENT:

- OutSystems platform 4.1

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**CLIENT:**  
**Client: eON Benelux**

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E.ON is one of Europe's largest energy providers with over 30 million customers in 30 countries. E.ON Benelux has around 270,000 customers. The company is organized into the following functional areas:

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- Power generation
- Distribution
- Exploration and production
- Gas supply and production
- Gas storage and transport
- Trading and sales

**DATES:** August 2006 to December 2006

**PROJECT:** Develop customer portal for eON Benelux (Belgium, the Netherlands, Luxembourg)

**ROLE:** Developer (team of 2 developers and 1 delivery manager)

**CONTEXT:**

- Provide a direct interaction platform for customers, with real-time access to all energy-related data.
- Must be easy to navigate to facilitate user adoption

**FUNCTIONS IMPROVED:**

- Load profiling
- Multi-site contracts
- Contracts information
- XML integration

**PROJECT MANAGEMENT COMPONENTS:**

- Development
- Testing

**TECHNICAL/FUNCTIONAL ENVIRONMENT:**

- OutSystems platform 3.1