

Isaiás Scalabrin Bianchi

Federal University of Santa Catarina
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Core Qualifications ✓ Teaching lectures of research methods, digital Marketing for Master Programms.

- ✓ Implementation and Support of Moodle for over 5k users in bachelor and MBA programmes. ✓
Design and developing courses on Moodle using plugings such as H5p, Mahara, Big Blue Bottom.
- ✓ Strong Experience in customer success in IT and Telecommunication, responsible for increasing customer satisfaction, adoption, and retention with over five years.
- ✓ Developing and creating of Business Intelligence with dasboards for Higher Education.
- ✓ Experienced in managing and supporting clients in technical enterprise solutions.
- ✓ Ability in increasing customer satisfaction in higher education, telecommunications and retail. ✓
Passion for technology and working in international teams with different culture.
- ✓ Extensive knowledge of use and integration of the technologies.
- ✓ Implementation of IT Governance using Frameworks such as ITIL and COBIT in Higher Education.

Education

2018	Ph.D. in Technology and Systems Information - University of Minho - Portugal
2012	Master Degree in Management of Universities - Federal University of Santa Catarina
2009	Bachelor in Computer Engineering

Work Experience

02/2010 – Present	Federal University of Santa Catarina - www.ufsc.br Assistant Coordinator – Open University of Brazil
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- Professor of Master Program in Management teaching lectures of Digital Marketing, Digital Transformation and research methods online and face to face.
- Member of Educational Committee responsible to create polices and roles on Moodle at University.
- Management and teaching of bachelor, MBA and master distance courses.
- Implementation of Plugins EBSCO, BigBlueButton, Mahara, H5p, Stash, Level Up among others.
- Stream and record of master and PhD classes and defenses using BigBlueButton.
- Developing of tutorials about Moodle and training for professors, tutors and students.
- Developing of Dashboards using Microsoft Power BI.
- Creating of partnership with software industry to implement different type of technology for higher education.
- Elaboration of documents and rules of installation of software for IT laboratory.
- Administration of systems, such as OCS with OVER 400 computers and OTRS.
- Definition of strategies to increase the customer satisfaction and delivery IT value.

02/2014 – 05-2018

University o Minho

Researcher at Centro Algoritimi / Invited Professor

Researcher and also working as Invited Professor, developing research on IT Governance in universities around many countries such as Portugal, Brazil, the Netherlands, Ireland Germany among others, identifying the best practices and models to govern IT. Carrying out research and analyzing data from different models aiming to create IT value for organizations. Experienced in customer service success with professors and students as well as users of the system. Implementation and support for users of Moodle.

02/2010- 06/2014

3ENET Telecom

Quality Engineer, Consultant

Responsible for the quality of the process, analyzing workflows, process inefficiencies, and areas for improvement. Implementation of ISO 9001 and practices of ITIL, definition of metrics and KPIs to ensure the quality of service and satisfaction to the consumers (SLA). Definition of strategies for creating the best engagement with clients aiming to identify customer's need to create value and delivery better products and experiences.

04/2009 – 09/2009

Seprol Computer and System – HP Platinum Partner

Support Analyst

Support and administration of system information ERP, CRM, support of HP products.

09/2008 – 09/2009

Tractebel Engineering Suez

Network Analyst

Support of PC, laptop, printers for final users with over 200 computers.

02/2007 – 08/2008

Koerich Engineering and Telecom

IT Supervisor

Support and Management of System Information ERP, Modules of finance, management of sales and Customer Relationship Management, helping and training the final users. Responsible for creating and definition of business rules within the system.

02/2006 - 02/2007

Paradigma Business Solutions – Microsoft Gold Partner

Support Analyst

Support to final users of all type of Microsoft technologies (Office, Windows, Microsoft Exchange). Configuration of server, Implementation and definition of rules in Firewall ISA Server and Check point. Migration of Windows, share point and Microsoft Visual Studio.

09/2004 - 01/2006

Datavox Telecom

Telecommunications Technician

Additional skills

Languages

English, Portuguese, Spanish

Courses

- Winter Symposium in Business Process Management – University of Liechtenstein (2016)

- Summer School in BPM – Utrecht University (2016)

Volunteering - Teacher Assistant in Montessori Method- Kindergarten Bilingual /English/Hungarian (2015)