



ALEXANDRE TORRES

OSS ASSURANCE EXPERT

Lisbon, Portugal | LinkedIn | GitHub

PROFESSIONAL PROFILE

OSS Assurance Expert with 17+ years in telecom operations. I resolve problems across Vodafone's assurance platforms, their databases and more than 50 VMs, and build documentation, support processes and automation for the in-house operation. Earlier Atlantic NOC work included second-line support for Vodafone UK and 2G-5G RAN operations for Vodafone Spain.

EUR 250k+

Annual savings from the RAN energy automation I designed, developed and implemented.

EUR 70k

Estimated external build cost replaced by my Remedy ticket-assignment workflow.

RAN portal

Several Vodafone UK RAN data sources combined for my team's project planning.

PROFESSIONAL EXPERIENCE

Vodafone

Jul 2025 - Present

OSS Assurance Expert | Full-time

In-house OSS transition, application and database support, 50+ VMs and automation

Resolve problems across Vodafone's OSS assurance platforms, their databases and more than 50 VMs while helping establish the knowledge and processes for the in-house operation.

- Helped establish the in-house OSS assurance operation by learning the platform configurations, creating technical documentation and defining support processes.
- Investigate and resolve problems across Netcool, Infovista, FNT, Cramer and Checkmk, including their databases and VMs, and develop permanent fixes for recurring faults.
- Maintain and troubleshoot more than 50 VMware vSphere VMs across primary, secondary and test environments.
- Configure new rules and implement changes and improvements across the assurance platforms.
- Built role-specific Netcool pre-check scripts and an Oracle database-session recovery tool with standard and emergency modes, alongside Ansible automation for recurring operational work.

Vodafone | Atlantic NOC

Jan 2023 - Jun 2025

Radio Access Network Operations Expert - Vodafone Spain

Atlantic NOC, Portugal | Vodafone Spain 2G-5G RAN

Supported Vodafone Spain's 2G-5G RAN from Vodafone's Atlantic NOC in Portugal.

- Provided technical and operational support for Vodafone Spain's 2G-5G RAN and worked on network changes from analysis through implementation.
- Designed, developed and implemented a Python and ISSTAR automation that reduced network energy use and produced more than EUR 250,000 in annual savings.
- Coordinated the team resources and planned and executed the production change requests (CRQs) needed for rollout.
- Reviewed outdated procedures and shared technical knowledge with other teams.

Vodafone | Atlantic NOC

Mar 2013 - Dec 2022

Second-line Telecommunications Operations - Vodafone UK

Atlantic NOC, Portugal | Vodafone UK 2G-5G network

Provided second-line support for Vodafone UK's 2G-5G network from Vodafone's Atlantic NOC in Portugal.

- Investigated network incidents and supported the day-to-day operation of Vodafone UK's mobile network.
- Built a Python workflow for the team that read staff availability from Excel, assigned BMC Remedy tickets, emailed high-priority alerts and recorded ticket metrics. An equivalent external build had been estimated at EUR 70,000.
- Built a PHP, Python and Huawei HSL portal that combined several Vodafone UK RAN data sources used by the team to prepare network projects.
- Automated network-node migration between controllers.

PROFESSIONAL EXPERIENCE CONTINUED

Nokia Siemens Networks
Fault Manager | Analysis Team Coordinator | Telecommunications Technician
Orange UK / Everything Everywhere and Three Ireland projects
Progressed from telecommunications technician to analysis-team coordinator and fault manager.

- Led the transfer of Three Ireland network-operations work to the Portugal GNOC, documented procedures and prepared the first- and second-line teams.
- Planned and delivered training, structured both support teams and worked with the client to validate the operating procedures.
- Coordinated the second-line analysis team on the Orange UK / Everything Everywhere project and worked with first-line support, project managers and the client on critical incidents.

2010 - 2013

NBS - New Boston Select
Telecommunications Technician
Orange Spain first-line support and Orange UK knowledge transfer
Provided first-line support for Orange Spain and joined the Orange UK knowledge transfer to Portugal.

- Monitored Orange Spain 2G/3G alarms, opened or escalated incidents and supported field technicians working on the network.
- Gathered first- and second-line procedures during the Orange UK knowledge transfer and adapted them for the Portugal GNOC.

2009 - 2010

Earlier experience Web Page Developer | Microdive | May 2008 - Jun 2008

EDUCATION

Master's in Digital Technologies for Business
Final grade: 17/20 | Master's thesis: Secure Storage and Management of Medical Imaging in a Patient Wallet Using European Interoperability Standards

Iscte Executive Education | Graduated Feb 2026

Bachelor's in Computer Science and Business Management
Final grade: 16/20 | Four-year degree combining software development, information systems, data analysis and business management

Iscte - University Institute of Lisbon | 2020-2024

Vocational Diploma in Computer Systems Management and Programming

Escola Profissional Gustave Eiffel | 2008

SKILLS AND ADDITIONAL TECHNICAL WORK

PROFESSIONAL CORE OSS and service assurance Telecom and RAN operations Incident investigation Operational change Documentation Team and project transitions CURRENT PROFESSIONAL TOOLS Netcool Infovista FNT Cramer Checkmk Oracle Database VMware vSphere Ansible DEVELOPMENT AND DATA Python Bash PHP SQL and MySQL Excel BMC Remedy ISSTAR Huawei HSL	PERSONAL INFRASTRUCTURE LAB Linux Proxmox Docker Portainer Traefik Synology Monitoring Backups and recovery Networking CURRENTLY DEVELOPING Kubernetes Cloud-native fundamentals PUBLIC WORK Proxmox Service Notes: 18 automated tests · ShellCheck · GitHub Actions LANGUAGES Portuguese: native English: proficient Spanish: advanced
--	--

SELECTED TRAINING

CompTIA Network+: Network Security Concepts & Solutions	Base Station Subsystem Essentials RG20 (BSS)
Core Cloud Services	NetAct OSS 5.4 BSS Configuration Management
Distributed Systems & Big Data	RNC Operation and Maintenance (RU30)