David Dela Nuwordu

Network Operations and Service Assurance Professional

São Paulo, Brazil | +55 11 99554-5914 | david.nuwordu15@gmail.com
linkedin.com/in/david-dela-nuwordu-65a061255

PROFESSIONAL PROFILE

Network operations and service assurance professional with more than 10 years of experience in 24x7x365 Network Operations Centre and Service Desk environments. Manages customer-facing incidents from detection through restoration and closure, coordinates technical teams and vendors, tracks SLA and OLA commitments, and translates operational activity into clear customer reporting. Brings calm ownership, structured communication and disciplined follow-through to high-pressure service environments.

CORE EXPERTISE

Incident Management | Service Assurance | Network Monitoring | Problem Management

SLA and OLA Management | Customer Communication | Emergency Ticket Handling

Field Coordination | Vendor Escalation | Telecoms Logistics | Reverse Logistics

PROFESSIONAL EXPERIENCE

Service Desk Analyst II — **October 2017 - October 2025**

Level 3, CenturyLink, Lumen and Cirion Technologies | São Paulo, Brazil

- Managed customer-facing incidents from initial report and technical escalation through restoration, validation and closure while tracking SLA and OLA commitments and prioritising emergency tickets.
- Monitored MPLS, VPLS, Metro Ethernet, VPN, VLAN and IP-based connectivity across terrestrial and subsea infrastructure using ServiceNow, NetTrac and Grafana.
- Delivered Tier 1 and Tier 2 troubleshooting and coordinated internal teams, carriers and Ciena vendor support through resolution.
- Prepared end-of-month ticket and performance reports and supported weekly customer review meetings, presenting open issues, ownership, actions and next steps while preserving capacity for urgent restoration work.
- Coordinated third-party field technicians for site interventions, fault isolation, equipment replacement and service restoration, including secure escorts where controlled access was required.
- Managed spare-parts inventory, nota fiscal documentation, dispatch tracking and reverse logistics for returned equipment.
- Supported customers and distributed teams across Latin America, North America, Europe and Asia while applying ITIL service-management and ISO/IEC 27001 information-security principles.

PROFESSIONAL EXPERIENCE CONTINUED

Monitoring Technician I

2 June 2014 - 2 February 2017

Level 3 Communications | São Paulo, Brazil

- Monitored telecommunications services and network events in a Network Operations Centre, identified service-affecting conditions and initiated the operational response.
- Recorded alarms, incidents and troubleshooting activity, escalated faults to the appropriate support groups, and maintained clear handovers for continued investigation.
- Supported first-line fault isolation and service-restoration activities while maintaining accurate operational records and following established procedures.

TECHNICAL EXPERTISE

Networks and services: MPLS, VPLS, Metro Ethernet, VPN, VLAN, OSPF, BGP, IP connectivity, terrestrial and subsea services

Platforms and tools: ServiceNow, NetTrac and Grafana

Technologies: Cisco, Juniper, Ciena and Padtec

Operational disciplines: Incident and problem management, service restoration, weekly customer reviews, end-of-month reporting, emergency-ticket handling, field coordination, vendor escalation, inventory control and reverse logistics

PROFESSIONAL PRACTICE

David Dela Adaptive Network Engineering Practices (DDANEP) - a personal professional framework for creating clear SOPs, runbooks, incident handovers, SLA and OLA records, customer-review actions, vendor cases and service-improvement documentation.

EDUCATION

MBA in Strategic Business and Market Management

Expected November 2026

University of São Paulo (USP) | São Paulo, Brazil

Coursework completed; TCC defence scheduled for November 2026.

Computer Systems Networking and Telecommunications

September 2014 - August 2017

UNINOVE

PROFESSIONAL CERTIFICATIONS

- EXIN Information Security Foundation based on ISO/IEC 27001 (ISFS)
- ITIL Foundation Certificate in IT Service Management (ITILF)
- Cisco AI Technical Practitioner V1
- 120-Hour TESOL/TEFL Certificate

LANGUAGES

Portuguese - Full Professional Proficiency | **English** - Full Professional Proficiency | **Spanish** - Limited Working Proficiency