

# LEANDRO NUNES MAZER

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## SOLUTION ARCHITECT & AI TECH LEAD

Technical delivery | Team leadership | Enterprise AI & platforms

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## PROFESSIONAL SUMMARY

Solution Architect and AI Tech Lead combining enterprise architecture, hands-on AI development and technical delivery leadership across Europe and Latin America. Lead concurrent Vodafone Italy and Proximus Belgium engagements, bridging business priorities, engineering and production operations. Built AI tools for incident triage, enterprise knowledge access and decision support. Track record includes solution delivery for a \$10M transformation program, measurable service improvement and management of cross-functional teams.

## CORE EXPERTISE

**Architecture & leadership:** Solution design; systems integration; team leadership; release and capacity planning.

**Applied AI & automation:** AI agents; MCP integration; incident triage; knowledge access; Power Automate; Power BI.

**Platforms & engineering:** BSS/OSS; CRM; ordering; Python; SQL; Unix; DevOps/CI/CD; AWS; Google Cloud.

## PROFESSIONAL EXPERIENCE

### AMDOCS | Milan, Italy

2023 - Present

#### Current title: Solution Architect - AI Tech Lead

Concurrent client assignments: Proximus Belgium (50%) | Vodafone Italy (50%)

#### Proximus Belgium | OMS Manager / Technical Lead

- Lead Order Management System (OMS) delivery and technical coordination, aligning production support, release priorities, change requests and team capacity with client stakeholders.
- Built an **AI-enabled web portal** connecting incident systems, source code and documentation through **Model Context Protocol (MCP)** to support onboarding, business decisions and defect investigation.
- Guide OMS lifetime-extension and modernization planning, assessing technical dependencies, implementation options and delivery risks.

#### Vodafone Italy | Technical Operations & Automation Lead

- Built an **AI agent for Stuck Order triage**, combining analysis of source code, databases, Unix logs and documentation to investigate blocked orders and recommend corrective next steps.
- Lead operations and technical direction for an ordering platform serving **20M+ subscribers**; coordinate P1/P2 incidents, service restoration and cross-functional engineering teams.
- Improved SLA compliance from **34% to 97%**, mitigating **€1M in annual financial risk exposure**.
- Develop operational automation with Power Automate and executive analytics with Power BI to support prioritization, service governance and continuous improvement.

### Solution Manager | Amdocs

2022 - 2023

Claro Puerto Rico | Brazil

- Led end-to-end solution design and delivery for a **\$10M digital transformation program**, covering Ordering Capture, Ordering Handling and One Catalog through production deployment.
- Managed and mentored **four Business Analysts and Product Owners**; partnered with the Program Manager on release planning, prioritization and go-live strategy.
- Led client discussions on solution scope, cost estimates and capacity; governed implementation risks, timelines and delivery commitments.

### Service Delivery Manager | Unico IDTech

2021 - 2022

Brazil

- Managed **eight analysts and engineers** delivering cloud-based services under strict SLA agreements; improved **CSAT from 77% to 98% within two months**.
- Managed applications on Google Cloud Platform and implemented Power BI dashboards for service performance and operational decision-making.

## PROFESSIONAL EXPERIENCE | CONTINUED

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### Incident & Problem Manager | Amdocs

2020 - 2021

Vivo Brazil engagement | Brazil

- Owned incident and problem management for digital platforms serving **80M+ subscribers**; led P1/P2 incident coordination, war rooms and executive escalations.
- Drove root cause analysis, preventive action and problem governance; oversaw release control and production change validation across BSS, CRM and ordering systems.

### Solution Architect | Amdocs

2019 - 2020

Brazil

- Designed end-to-end enterprise solutions across CRM, ordering and digital platforms with a **combined project value of US\$4M**, contributing to the successful delivery of all initiatives.
- Designed and delivered **API security solutions for Vivo Brazil**, covering **SOAP and REST APIs** and translating security requirements into implementation-ready technical designs.
- Led client scoping workshops produced high-level and detailed designs, and aligned business and delivery teams on integration architecture, performance and operational readiness.

### Senior Application Support | Amdocs

2013 - 2019

Brazil, Peru, Chile & Colombia

- Led production support for telecom platforms serving **22M+ subscribers**, coordinating offshore development teams across Brazil, India, Mexico and Israel.
- Owned defect lifecycle and release coordination; translated on-site business requirements into technical solutions and developed Power BI dashboards for SLA governance.

### Trainee (Systems Analysis) | Bull

2011 - 2013

São Paulo, Brazil

- Supported TMD, a digital-image banking document processing system used by major Brazilian banks, with an **average daily financial volume of BRL 1B**.
- Developed and maintained **PostgreSQL scripts**; provided production support, performed QA testing and coordinated release deployments within a Scrum development process.

## SELECTED INDEPENDENT PRODUCTS

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### MyCommunity | Founder & Full-Stack Architect

2025 - Present

mycommunity.living

- Founded and built a community platform connecting expatriates through local services, events, marketplace and social networking; own product definition, architecture and implementation.
- Built the web platform with **Next.js, React and Supabase**, cross-platform iOS/Android applications with **Capacitor**, and subscription and payment workflows with **Stripe**.

### myTournUp | Founder & Technical Lead

Mar 2025 - Present

mytournup.com

- Built a tennis tournament monitoring and alert platform, integrating Italian federation (FITP) tournament data and asynchronous processing to identify new tournaments.
- Implemented backend services and workers using **Python, FastAPI, Celery, Redis and PostgreSQL**, with containerized development and deployment using **Docker and Render**.

## EDUCATION

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**MBA, Digital Business** | Universidade de São Paulo

**Bachelor of Computer Engineering** | UNICEP

## CERTIFICATIONS

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AWS Certified Cloud Practitioner | Scrum Foundation Professional Certificate

DevOps Essentials Professional Certificate

## LANGUAGES

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Portuguese: Native | English: Fluent | Spanish: Fluent | Italian: Professional