



EMPLOYMENT HISTORY

12/07/2017 – Now: ghd hair, Brisbane

Position: IT Support engineer

Missions:

- ✓ Support Level 1&2 (Ticket management, remote assistance, software deployment)
- ✓ Troubleshooting & escalating technical support issues
- ✓ On boarding/Departure IT management (new starter & departure process)
- ✓ Presenting IT induction for new starter
- ✓ Creating/Updating Knowledge base for admin & end user
- ✓ Managing telephony system (Cisco CUCM & IPFX)
- ✓ New 2in1 device deployment for the Sales Team (Windows 10 with MDM enabled)
- ✓ Managing MDM (VMware AirWatch & Microsoft Intune) for new & disposed devices
- ✓ Managing Apps & policies deployment via MDM & GPO's
- ✓ Updating Apple DEP for new and disposed devices
- ✓ Windows Server Management (AD, DNS, DHCP, RemoteApps, GPO)
- ✓ Using VMware ESX & vSphere to create/manage infrastructure
- ✓ Using Veeam backup to automate & update backup
- ✓ Monitoring of hardware & software issues via Zabbix platform
- ✓ Reporting to upper management on mobile usage

Technical environment: Spiceworks, Windows Server 2008/12/16, Windows 10, Cisco CUCM, Cisco switching, Microsoft Office 365, Microsoft Azure cloud, VMware ESX, Veeam, VMWare Airwatch, Apple iPhone 6s/XR, Dell infrastructure, Dell 5290 2in1

06/10/2014 to 11/07/2017: Ingrams Australia Pty Ltd, 2years 10 months

Position: IT Support Officer

Missions:

- ✓ Installation/support of Windows 2012 r2 Server with ESXi/vSphere enabled
- ✓ Setup of the Microsoft Azure IAAS (VM/Storage/Backup/Automation/Websites/VPN)
- ✓ Creation/Management of user accounts (Active Directory/Office 365/Google Apps)
- ✓ PowerShell scripting for Office 365 & Azure
- ✓ Windows Server 2012r2 & SBS 2011 Backup management
- ✓ Network management (Switch patching/Router configuration/VPN...)
- ✓ Network analysis via PRTG tool, ping and nslookup commands
- ✓ Alcatel OMC Phone system support for new and current users
- ✓ Setup & support remote session for admins and standard users
- ✓ Design & configuration of CMS and e-commerce websites (WP, PrestaShop)
- ✓ Installation & support accounting and CAD application
- ✓ Creation of Excel/Crystal reports via SQL Queries
- ✓ Creation of documentation for admin/Users

10/04/2012 – 05/03/2013: Pharmadata, Brisbane (11 months)

Position: IT Support L1/L2

Missions:

- ✓ Install and configure software remotely
- ✓ L1 & L2 IT Support (French/English)
- ✓ Installation/Call Logging
- ✓ Troubleshooting & escalating technical support issues
- ✓ Monitoring of Systems/Services/Network performances
- ✓ Reporting with the Microsoft Dynamics CRM system
- ✓ Design of installation software reports
- ✓ User & Security management
- ✓ Design of Helpdesk process with Workflow implementation

Technical environment: Logme123 / Teamviewer / Remote Desktop/ VNC / Windows 2008 Server / SQL Server 2008 /Vmware Vsphere 5/ Amazon cloud / Windows Dynamics CRM

08/02/2012 – 06/04/2012: AllStyle Furniture, Brisbane (2 months)

Position: System Administrator

Missions:

- ✓ Implementation of new computer hardware (Servers and workstations).
- ✓ Network management (Patching and design)
- ✓ Installation & configuration of Windows Small Business Server 2011.
- ✓ Configuration of Active Directory / Backup Server / IIS and DNS Server.
- ✓ Maintenance of Windows XP and upgrade to Windows 7.
- ✓ User & Security management (create/manage users and GPO policy management)
- ✓ Creation of IP addresses plan
- ✓ Installation and configuration of a VPN (between Brisbane and Mackay site).
- ✓ Management of Printers.
- ✓ Graphic design for websites.
- ✓ Writing documentation.

Technical environment: Windows SBS 2011, DHCP, DNS, VPN, Active Directory, Exchange 2011, SharePoint 2010, IIS, Photoshop, WordPress

01/03/2011 – 30/09/2011: Orange Business Services, Lyon FRANCE (7months)

Position: Customer Services Manager (Adecco Consultant)

Missions:

- ✓ Management of customer services.
- ✓ Helping of Databases CRM systems improvements.
- ✓ Create query on Orange CRM and BI systems (Crystal report).
- ✓ Creation of customizable reports with Excel VBA.

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- ✓ Monitoring the quality of service solutions provided to customers
 - ✓ Planning management of technical teams
 - ✓ Project management - functional and technical skills
 - ✓ Change management of the park client network
 - ✓ Resolving issues with IT support specialists (Level 3).

Technical environment: Windows XP, Cisco WAN & Alcatel TOIP, QoS, ITIL, MS Office

02/06/2009-30/09/2010: Merck Serono, Lyon FRANCE (15months)

Position: Designer / director / project management e-learning.

Missions:

- ✓ Recommending and advising as technical expert to implement eLearning courses.
- ✓ Identifying software & equipment to implement online courses with interaction and animations.
- ✓ Configure/Manage the Merck Serono global e-learning platform (LMS) for using SCORM tracking.
- ✓ Mixing/Compile all multimedia resource (text/pictures/animations/sound and video).
- ✓ Testing applications with different type and quality of network.
- ✓ Develop courses using Flash, HTML, JavaScript and SCORM 1.2 to meet project requirements.
- ✓ Assist and troubleshoot with end users regarding windows systems and software issues.

Technical environment: Windows XP, Lotus Notes, Adobe Captivate – Flash, MS Office

15/10/2007-14/10/2008: Volvo CE, Belley FRANCE (12months)

Position: Project leader on an IT quality of Service.

Missions:

- ✓ Studying for a solution to measure the quality of service (using ITIL framework).
- ✓ Understanding of technical issue and needs.
- ✓ Writing functional & technical specifications.
- ✓ Elaborate a QoS software for Volvo CE.
- ✓ Develop, document, implement and enhance applications change-management.
- ✓ Installs, configures, and optimizes client's operating systems.
- ✓ Administrate Active Directory and User Security management.
- ✓ Installs, tests, security compliancy
- ✓ Network Patching & Configuration
- ✓ Develops, tests, documents, implements and enhances backup and recovery procedures.

Technical environment: Windows Server 2003, Active Directory, Office 2007, Visio, SNMP administration, Cisco Catalyst switch and AP management and SPAN.

EDUCATION

2010: Master's degree at SupInfo International University in Lyon.

2008: Degree in PRM - network & IT communication at LaMache in Lyon.

2007: Diploma in Computer Science at the Institution des Chartreux in Lyon.

2004: High school diploma.

SKILLS

HARDWARE	Dell, HP & IBM Server, Canon Kyocera & Sharp MFP, QNAP NAS, APC & Eaton UPS...
SYSTEMS	Windows 7/8/10, Server 2003/2008/SBS 2011/2012 r2/2016 Linux Debian/CentOS
LANGUAGE	HTML/CSS, SQL, BASH, PowerShell...
NETWORK	Cisco LAN & WAN, DHCP, VOIP, IP & Port scan, DNS & AD
SOFTWARE	VMware ESX & vSphere, VMware Airwatch, Oracle VM, Oracle 10G, SQL Server, Microsoft O365/Exchange/SharePoint, Dynamics CRM, Remote Desktop, FoG, WordPress, PrestaShop, MS Project, Visio, Adobe Photoshop...