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 Bobigny - Ile de France

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Soft Skills

- Customer Service Orientation
- Team Spirit and Teamwork
- Analytical and Methodical Mindset
- Rigor
- Autonomy

Technical Skills

- Systems & Virtualization: Windows 10/11, Linux, Debian
- Programming & Scripting: HTML, CSS, Javascript, Python
- Databases & Web Servers: MySQL, Apache, MAMP
- Ticketing Management: Unity, OPTIMIT, GLPI
- Network & Infrastructure: Cisco Packet Tracer, IPv4, TCP/IP, Wireshark, DNS, DHCP, LAN/WAN
- Software Suites: Office 365
- Support: Technical assistance and incident management

Language

- English : Bilingual

Interests

- Video Games: Strategy development, team spirit (online)
- Bodybuilding: Regular practice

IT SUPPORT TECHNICIAN

24-month Work-Study Program - Immediately Available 3 days in company / 2 days in training

My Profile

Drawing on extensive experience as a technical referent in the banking sector, I have developed expertise in sensitive IT environments and system security. My rigorous and fully committed approach ensures the optimization of the user experience, the rapid resolution of incidents, and business continuity thanks to supported on-site or remote assistance. I ensure the complete traceability of interventions and actively contribute to the continuous improvement of services.

Professional Experience

**12/2024 - 06/2025 : On-site IT Support Technician - Fixed-Term Contract Société Générale, Fontenay-sous-Bois**

- Deliver N1/N2 on-site technical support to a user base of over 50 employees.
- Manage and prioritize workstation incidents and requests via the ticketing tool.
- Install, configure, and connect peripheral equipment and workstations.
- Manage weekly monitoring and preventive maintenance of the IT infrastructure (for over 200 employees).
- Draft technical documentation and ensure the traceability of interventions.

**05/2023 - 07/2023 : Web Developer - Intern (6 weeks), CAPAUTO, Drancy**

- Design a showcase website using HTML, CSS, and JavaScript, while respecting the specifications.
- Optimize the responsive display and the website interface.
- Contribute to Search Engine Optimization (SEO).
- Test and correct errors to improve loading performance.

**11/2021 - 12/2021 : IT Technicien - Intern (5 weeks), GEODEAL, Bondy**

- Reinstall and deploy the Windows operating system on a batch of user workstations.
- Disassemble, clean, and maintain the central processing units (or desktop towers).
- Configure and master the Surface Pro tablets.

Education

**2025 - 2027 : Higher National Diploma IT Services and Infrastructure (BTS SIO) option SISR - Specialization in Infrastructure, Systems, and Network Solutions, Work-study contract, IFFP, Nanterre**

**2022 - 2024 : Higher National Diploma in Digital Systems (BTS SN) Lycée Le Corbusier, Aubervilliers - Not completed**

**2019 - 2022 : Level 3 National Diploma (BTEC) in Digital Systems (Bac Professionnel Systèmes Numériques), Lycée Alfred Costes, Bobigny**