**Clement LA**

11204 Mc Lennan Ave, Granada Hills CA 91344

cla140575@gmail.com

+1 8189180265

**Technical Expertise**

Extensive experience in workstation, network and IT deployment and administration:

* Deploy and administer Workstation Operating Systems (Windows 10 & 7, Linux) and Server Operating Systems (Windows 2000).
* Configurate and customize workstations and running functional tests.
* Exploitation and configuration of network equipment: switches, routers, virtual LAN.
* Remotely diagnose computer hardware / software malfunctions and identify fixes to them.
* Change or repair defective hardware / software.

Software / tools: Windows and Linux OS, Microsoft Office suite, Server SCCM, Citrix, Pytheas, Microsoft Active Directory, Dameware, IREC Vision, LANDesk, VNC, Nagios, Win Park, Norton AntiVirus solutions, Exchange, Lotus Notes, Win Park, Apsynet.

**Professional Experience**

2020-2021 **BANQUE DE FRANCE** **Paris, France**

*(7 months)* **IT support technician**

* Monitoring of 5000 laptops and computers.
* Migration of computers to laptops for distance-working during the Covid crisis.
* Troubleshooting hardware / software.

2011-2020 **THE MUSÉE DU QUAI BRANLY – JACQUES CHIRAC** (museum with 1.3m yearly visitors) **Paris, France**

*(9 years)* **VIP Proximity support technician**

* Monitoring of 400 computers.
* Troubleshooting hardware / software with incident and tracking management.
* Deploying and managing machines with SCCM server.

2009-2011 **GROUPE BPCE** (fourth largest banking group in France) **Paris, France**

*(2 years)* **Proximity support technician**

* Monitoring of 3,000 workstations.
* Troubleshooting hardware / software.
* Onboarding management (computer rights and equipment).
* Management of IT infrastructure.

2006-2009 General Council of Hauts-de-Seine (department of France with 1.7m population) **Nanterre, France**

*(3 years)* **Helpdesk support technician**

* Hardware / software intervention for workstations and printers (remotely or on site).
* Network intervention: patching of network outlets, setting up hubs and switches.
* Mailbox account management under Exchange.

Other experiences include: team leader for workstation migration at Crédit Agricole (2005-06), electronic payment technician at Natexis Banque Populaire (2003-05), hardware technician at Europ Assistance (2001-03), junior administrator at Société Générale (2001) and computer workshop leader at City Hall of Paris (1998-2002).

**Education**

1999-2002 **RENÉ DESCARTES UNIVERSITY PARIS V Paris, France**

University Degree in Technology (UDT) with major in Computer Science and Computer Engineering. Additional Computer Science and Industrial Engineering courses at the Conservatoire national des arts et métiers (CNAM).

1998 **JEAN RENOIR HIGH SCHOOL Bondy, France**

French Baccalaureate with specialization in Mathematics.

**Languages** Fluent in English, native in French and Chinese Teochew.

**Interests** Coaching (qualified youth support worker), volleyball, badminton, table tennis, theater, travelling, diving (PADI certificate), museums.