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[french version](#)



MY PROFESSIONAL CAREER

From april 2024

**LYF PAY** (FinTech — 70 people)

**Application Technical Support**, Paris 9th arr — Permanent contract, full time.

• Production :

Provide Level 2 functional support by handling escalated assistance requests from Level 1 support.

Investigate in the database to provide elements of response to client queries.

Act as an interface between R&D team and clients for managing Level 3 anomalies and complex questions.

Write general incident reports.

• Knowledge :

Participate in the continuous improvement of support documentation.

Oct 2021 - March 2024

**MIPISE** (FinTech, RegTech, LegalTech — 40 people)

**Customer Support & Professional Services**, Full remote — Permanent contract, full time.

• Functional integration :

Assist clients in the technical configuration of the solution.

Provide product training sessions to clients and end users.

Conduct client meetings related to support activities.

Collect and analyze clients' development needs, propose recommendations, and draft initial-level functional specifications.

Support the testing phase through integration acceptance testing.

• Support client :

Provide dedicated Level 2 support services and escalate Level 3 requests to R&D.

Identify and resolve complex issues by investigating root causes.

Manage post-production issues within the given processing deadlines (SLAs), from detection to the deployment of fixes.

Conduct non-regression tests.

Write customer incident reports.

• Knowledge :

Deploy/migrate new tools and manage internal change towards a modern and remote-friendly collaborative work environment.

Continuously automate and improve existing internal tools.

Establish and maintain product and incident knowledge bases.

Contribute to the drafting of the product technical documentation.

Sept 2018 - Aug 2021

**HUNTEED** (HRTech — 23 people)

**Community Support & Onboarding Specialist**, Paris 2nd arr — Permanent contract, full time.

• Onboarding :

Qualify new registered partners, understand their challenges, and present the marketplace.

Convert new registrants into active members and then ensure their retention.

Multichannel management of partner support (chat, emails, back-office, phone, events).

• Marketing :

Creation of marketing / commercial email templates, creation and management of email campaigns, CRM enrichment.

• Back-office :

Control and validation of partner files backlog.

- Produit :

Suggesting new feature additions and serving as an internal conduit for bugs and user feedback.

Jan - July 2018

**LINCOLN HR GROUP** (HR Advisory — 200 people)

**Recruitment Officer — Finance**, Paris 8th arr — Internship

Qualifying client needs in collaboration with the sales team and identifying online and offline research strategies.

Sourcing and direct approach of expert executives, managers, and directors.

Phone interviews for recruitment, client reports.

Reporting to consultants and clients on the progress of assignments.

## MY EDUCATIONAL BACKGROUND

2024

**La Capsule** | Remote, France

**Code Essentials**, 60-hour part-time bootcamp

Coding of 3 full-stack web applications:

- Develop graphical interfaces in HTML/CSS.
- Integrate a third party into a web application via an API using Node.js Express.
- Manipulate data structures and execute queries in JavaScript.
- Understanding back-end architecture.

Setting up and installing a database:

- Setting up a web server.
- Designing, modeling, and mastering the functioning of a database.
- Mastering the concepts of foreign key and primary key.
- Utilizing a database through CRUD operations with PostgreSQL.

2016 - 2018

**Université Montpellier 3** | Montpellier, France

**Master's degree, Negotiation & project management**, full-time.

- Management of SMEs, commercial negotiation, English-French translation, business strategy, business law, international HR management, communication strategies, European law & international organizations.

Dissertation : The impact of digitalization on the executive job market.

2013 - 2016

**Université Montpellier 3** | Montpellier, France

**Bachelor of Arts, Modern languages & business**, full-time

- Langues, histoire et civilisation, marketing, comptabilité, culture générale, géopolitique, droit privé, sciences du langage.

2013

**Jacques Prévert High School**| Alès, France

**Baccalauréat, major in Economics and Social Sciences**, with honors.

## MY SKILLS

**Foreign Languages:** English (read, written, spoken)

**Customer relationship tools:** Hubspot (intermediate), Zendesk (advanced) Crisp (advanced), Intercom (advanced), Aircall (advanced)

**Project management tools:** Jira (advanced), Github (advanced), Git (intermediate), Slack (expert), Notion (expert)

**IT tools:** Kibana/ElasticSearch (intermediate), Postman (intermediate), Webfocus (intermediate), Visual

**Programming languages:**  
HTML & CSS (advanced)  
Javascript (intermediate)  
SQL (advanced)  
Python (Basic knowledge)  
Liquid. / Ruby (Basic knowledge)

**T**eam spirit  
**M**ulti-tasks  
**A**utonomous  
**S**elf-made

**MY PROFESSIONAL VALUES**

**C**ommunication  
**M**utual aid  
**P**ositivity  
**P**rofessionalism  
**K**indness

**MY HOBBIES**

**S**port  
**T**ravel  
**V**ideo Games