# RAIMA

# SOULE-FAISANT

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## PROFESSIONAL SUMMARY

Hardworking and passionate with support.
Handling software related issues, troubleshooting software problems and identifying the root causes.
Reviewing work logs and supervising other analysts and technicians.
Deliver services and support with a focus on quality and an exceptional experience for customers/end users.
Participate in technical discussions for configuration, testing, and operations of solutions.
Ready to help team achieve company goals, always stay up-to-date on latest technologies.

## SKILLS

- Technical Analysis
- Root cause analysis, SQL understanding
- SalesForce, EasyVista, AxCare, Isilog, ServiceNow, RedMine, Jira
- Excellent Communication
- Teamwork & Collaboration
- Self-Motivated
- Problem-Solving
- working with Agile/Scrum, SLA, ITIL
- In-depth knowledge on various OS & software applications
- IIS management, HTML, XML logs
- MS Office
- Install & configure servers & roles: WSUS, AD

## EDUCATION & CERTIFICATION

**Old Dominion University**
Norfolk VA • 08/2024 - current
**Master in Computer Science**

**OFIEL Formation Paris**
PARIS • 06/2017
*Training & Certification* : Microsoft SQL Server 2012 Training Course
- Administration and configuration of SQL Server databases

**IPREC Paris**
PARIS • 07/2015
*Bachelor of Science* : Graduate Technician in Systems and Networks

## WORK HISTORY

**CLARIVATE - Senior Application Support Analyst**
*PARIS • 01/2020 - Current*

- Handling software related issues, troubleshooting software problems and identifying the root causes
- Collaborated with upper management to drive strategy and implement new processes
- Performed internal system acceptance to deliver well-tested enhancements and meet business requirements
- Coordinate with various stakeholders to create or improve workflows
- Troubleshot incidents reported by end-users to schedule system changes and identify permanent solutions

**WIZTEK - Helpdesk Manager**
*PARIS • 04/2018 - 05/2019*

- Management of a team of 8 support technicians
- Responded promptly to requests for technical support
- Recruited, trained and supported help desk technicians and representatives

**TRIBVN HEALTHCARE - Software Support Analyst**
*PARIS • 03/2015 - 04/2018*

- Medical Software support for Scientists, Doctors, laboratory technicians and hospitals
- Provide training to the solutions' end users
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution
- SQL database and application installation

**IBS Consulting Paris**
PARIS • 11/2014
*Training & Certification* : Cisco CCNA
200-120 Training & Certification
- Cisco CCNA 200-120 certified
- Routing & Switching, Install and configure Cisco routers

**IB CEGOS La Défense**
PARIS • 08/2013
*Training & Certification* : Microsoft MCSA Server 2012 Training
Installing and Configuring Windows Server 2012, 70-410

**Global Knowledge**
PARIS • 05/2013
*Training & Certification* : Microsoft MCSA Windows 8 Training
- Certified Microsoft MCSA Windows 8
- Configure and administrate Windows 8 MCSA 70-687

**INFA**
LYON • 07/2005
*Training & Certification* : Technical Assistance and Remote Consulting

**St Joseph**
LYON • 07/2004
*Bachelor of Science* : Computer and Information Sciences

**Lycée Boissy d'Anglas**
ANNONAY • 06/2002
*High School Diploma*

**KHOLER FRANCE - Systems and Networks Analyst**
*PARIS • 05/2014 - 01/2015*

- Technical support: Systems and networks? Outlook, SAP, Kims
- Improved operations through consistent hard work and dedication
- EMEA users incident analysis and resolution

**AOS Associés - Systems and Network Analyst**
*PARIS • 02/2014 - 04/2014*

- Administered software licensing, purchasing and installation: AutoCAD, SketchUp 8, Outlook, Lync, SharePoint
- Mitigated risk by analyzing complex computer systems to assess vulnerabilities
- Technical support provided to users
- Assets management with GLPI

**PROLIVAL - Network and Systems Analyst**
*PARIS • 02/2011 - 02/2014*

- Mutualized B 2 B technical support for 150 companies such as: Bacardi, HEC, Chantelle, Devanlay Lacoste, Ingenico, BESV
- Performed system analysis, documentation, testing, implementation and user support for platform transitions
- Conducted system analysis and implementation to maintain and improve computer systems

**LANGUAGES & HOBBIES**

Fluent French
English professional
Spanish (basic)
Passionate about new technologies, movies, travelling, reading, Scrabble and roller-skating