Arnaud **TAFFO**

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I have seven years of experience in information technology among which four in finance and investment banking. Having worked as an application support analyst on trading applications my curiosity pushed me to discover the other side of the picture. So I have recently developed a strong interest for web development and I spend some of my free time learning web technologies and working on web projects.

FUNCTIONAL SKILLS

Skill Areas	Web development, responsive web design, application support, user support, maintenance of systems, software quality assurance, incident management, task automation, deployment in production, collect of needs, writing of functional specifications, production of reports
Methodology	ITIL, problem solving skills, analytical skills, initiative, communication, team work

TECHNICAL SKILLS

Environments	Windows, Unix
Databases	SQL, Oracle, SQL Server
Web	HTML5, CSS3, JavaScript, Node.js
Programming	PowerShell,, Java, C#, VBA
Software	Oracle SQL Developer, SQL Server Management Studio, Windows PowerShell ISE, Autosys, Dollar Universe, FileZilla, HP Quality Center, Microsoft Office

WORK EXPERIENCE

CGI, Application Support Analyst. At Societe Generale Corporate and Investment Banking (SGCIB) - Montreal Solution Center (MSC)　　　　　**2014 - 2018**
Montreal, Canada

Money Market / Loan and Borrowing / Trading Application / Front-to-Back Office

In charge of stabilizing the production on a Front-to-Back Office trading application dedicated to the loan and borrowing activity on the money market. The application serves as a refinancing universal system: trade booking, validation workflow, confirmations, payment notices, accounting

- Provide technical and functional support to users for America, Europe and Asia regions
- Automate daily routine tasks
- Manage production incidents
- Collect business needs and requirements
- Participate in process improvement
- Produce audit/regulatory reports
- Communicate with all the stakeholders (users, development team, infrastructure team)
- Participate to the transformation project to migrate the existing application to a new system software to improve performance and increase the level of security through new controls implemented
- Monitor the migrated processes in production
- Assist users on new features

Technologies : Unix, Windows, PowerShell, SQL, Oracle Database, Oracle SQL Developer, Citrix, Autosys, $Universe, FileZilla, Jira

Sopra Steria, Quality Assurance Analyst. At BNP Paribas
2013 - 2014
Electronic Banking / Automated Teller Machines
Paris, France
In charge of the quality assurance of new software versions installed on automated teller machines
- Run the tests and update the test books
- Analyze and monitor anomalies
- Install on pilot sites and monitor pilots
- Provide support to banking agencies

Technologies : Windows, Unix, HP Quality Center

Sopra Steria, Analyst. At SFR (French telecommunication company)
2012
Redesign project of SFR information system
Paris, France
- Install and maintain SFR environments
- Write functional specifications about simulators of application systems involved in a customer subscription
- Run performance tests

Technologies : Unix, Korn Shell

Sopra Steria, Analyst. Specifications and development
2011
Capital market software Back/Middle Office
Paris, France
- Write functional specifications about option pricing models
- Correct anomalies
- Develop an option pricing module

Technologies : Microsoft .NET

EDUCATION

2006 - 2011	Graduate school of engineering - ESILV
Paris, France	Master degree in financial engineering
	Mathematics applied to finance

CERTIFICATION

| **2015** | ITIL (Foundation level) |
| **Montreal, Canada** | IT service management best practices |

LANGUAGES

French	Mother tongue
English	Full professional proficiency
Spanish	Basic notions

HOBBIES AND INTERESTS

Project: creation of a responsive online resume with the front-end technologies such as HTML5, CSS3 and JavaScript (URL : https://arnaud-taffo.github.io)

Sport: member of Societe Generale soccer team in corporate league

Travels, music, personal development