

GREGORY FRYNS

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Summary

Highly qualified computer science engineer with 7+ years experience in customer support and process improvement.

Experience

AMADEUS

API and Web Services process improvement specialist

Sophia-Antipolis, France

Jan/12 - Sep/14

- Drove the redesign of incident management and ordering processes.
- Organized and dispensed a 20 persons team upskilling in Stockholm.
- Reviewed and updated online documentation pages.
- Designed a web application to manage the implementation projects.

AMADEUS

API and Web Services implementation analyst

Sophia-Antipolis, France

Oct/09 - Dec/11

- Provided consultancy and support to customers implementing the Amadeus Web Services.
- Investigated tickets opened by the Amadeus Web Services customers (Tier 2).

ORANGE - FRANCE TELECOM

Service Support Expert

Brussels, Belgium

Oct/07 - Jul/09

- Prepared operational teams for handling new services: organized trainings, updated internal documentation.
- Designed a tool to generate weekly reports 50% quicker.
- Created new KPIs and provided ad-hoc reports to help drive taskforces.
- Handed over acquired knowledge in a nearshoring project.

ALTEN

Senior Consultant in IT technologies

Brussels, Belgium & Sophia-Antipolis, France

Jul/07 - Sep/14

- Supervised team of 15 consultants.

Projects

Antibody-adviser AISBL

May/15 - Present

- Designed, developed and deployed a RESTful API for www.antibody-adviser.org.
- Created JavaScript to integrate antibodies reviews in client websites.

Education

Master's degree in computer science engineering (Jun 2007) - University of Liege, Belgium

Continuing education

ITIL v3 foundation certification (Jan 2009) - EXIN, License c.893194

MOOCs (Coursera)

- **Process Mining:** Data science in Action (Jan 2015) - Eindhoven University of Technology
- **Data Science Specialization:** R Programming, Getting and Cleaning Data, Exploratory Data Analysis, Statistical Inference, Reproducible Research (Mar 2015) - John Hopkins University
- **An introduction to Interactive Programming in Python** (May 2015) - Rice University

Additional information

- **Programming:** Java, Python (Django), SQL, PHP (ZF2), JavaScript (jQuery - Ajax), CSS, HTML, R, C
- **Operating systems:** Windows, Linux (Ubuntu, Red Hat)
- **Tools:** Ticketing systems, MS Office, Eclipse, Android Studio, R Studio, Matlab, Joomla!, Disco
- **Languages:** English (fluent), French (native), German (basics)
- **Interests:** MOOC enthusiast, Globetrotter, Music festivals hunter, Proud VW Type 2 van owner
- **Visa status:** Authorized to work in the U.S.