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Overview

I am a highly motivated, quick learner and hard working person with a varied technical background. Dedicated, I believe in proving my best in order to make sure my work is completed in the most efficient and professional manner.

My past experience made me a very appreciated and dependable colleague among the IT, where I am known for being a good team player in all fields. I am eager to learn new things everyday as much as I like sharing my knowledge with others. On the other hand, my self-taught knowledge gives me a great autonomy.

Current Experience

Mar 2010 **Team Leader, Service Desk & Service Management**
–Now *Schroder Investment Management Luxembourg S.A.*

- In charge of the Service Desk and Service Management teams
- In charge of service desk / desktop related Business Continuity Plan
- Handling ad-hoc project coordination : Database server hardware migration ; SCOM, SCCM, Good, XenApp, Sophos Database moves
- Working on current global projects : XenApp 6.5, Sophos 5.2, SCCM 2012 proof of concept, Microsoft Lync 2010
- Supervising Microsoft SCSM 2012 migration, management pack authoring, PowerShell scripts in workflows to automate approvals, AD user creation
- Manage users and administer over 50 third party web apps and platforms like : JPM, SWIFT, Fundsettle, Cash Pro Online, Bravura GFAS (AS400)...
- Creation of an access register (tracking accesses to multiple applications for audit purpose) in Ruby on Rails, HTML5/CSS3 interface and REST web service running from custom Powershell cmdlets initiated by SCSM 2012 workflows
- Inheriting most of previous position's day to day duties

Past Work Experience

Jan 2008 **Technical Architect, IT Desktop Infrastructure**
–Mar 2010 *Schroder Investment Management Luxembourg S.A.*

- Provide 1st to 3rd level desktop / server / network support to Luxembourg and EMEA sales offices
- Installation, configuration and daily use of Microsoft Windows XP, Seven, 2003, 2008, Office 2003, 2007 and 2010, AppSense
- Administration of mobile devices with BlackBerry Enterprise Server and Good Enterprise for iOS devices

Jan 2008 **Technical Architect, IT Desktop Infrastructure (continued)**
–Mar 2010 *Schroder Investment Management Luxembourg S.A.*

- Regular to daily use of many softwares like Hyena, Sophos antivirus, SecurStar encryption, Sanctuary Device, UltraEdit, Visual Studio 2005/2008/2010...
- Daily use of SMS 2003 and SCCM 2007 for packaging and distributing applications, building machines. Development of a custom written web interface to Microsoft SMS 2003, later upgraded for SCCM 2007
- MOM 2005 to SCOM 2007 migration. Including deep management pack authoring for in-house applications monitoring, static documentation via XML/XSL and dynamic documentation via ASP.Net/C#

Sep 2006 **Various Roles, IT**
–Jan 2008 *Schroder Investment Management Luxembourg S.A.*

- Analyst Developer, IT Application Support :
Provide support, troubleshooting, releasing bug-fixes and implementing change requests on in-house developed applications.
- Analyst Developer, IT Finance and Reporting :
Clearing backlog of change requests on reports. Heavy Microsoft SQL 2000/2005/2008 / Reporting Services development.
- Service Management Analyst, IT Service Management :
Managing daily incidents / change requests using Peregrine Service Centre. Additional 1st level service desk.
- Internship, IT :
Creation of Schrodgers Luxembourg intranet using ASP.Net/C#/IIS6.

Education

2005 **Licence Professionnelle ASRALL**
–2006 *Universite Henri Poincarre, Nancy, France*
Administration Systeme, Reseau et Applications a base de Logiciels Libres

2003 **Diplome Universitaire Technologique, GEII**
–2005 *Universite Nancy 2, Nancy, France*
Genie Electrique et Informatique Industrielle

2000 **Baccalaureat S option SI**
–2003 *Lycee Julie Daubie, Rombas, France*
Sciences de l'Ingenieur

Self-taught skills

Macintosh OS Experienced Mac OS user.

- Installation, configuration and daily use of Mac OSX 10.4, 10.5, 10.6 on PPC/x86/x64
- Familiar with Mac OSX Server 10.4 and 10.6 PPC/x64

Self-taught skills (continued)

Unix/Linux OS	<p>Average to experienced Unix/Linux user depending on the distribution. Installation, configuration and daily use of</p> <ul style="list-style-type: none">- Debian 3.0 through 7.0- Darwin 8.11 through 10.8 as part as Mac OS- Administration, development, cross compiling and packaging on Synology NAS OS #514 through #3211 <p>Occasional installation, configuration and use of</p> <ul style="list-style-type: none">- pfSense OS- Ubuntu 6.10 through 10.04 LTS
Scripting/Dev	<p>Experienced use of Unix/Linux console</p> <ul style="list-style-type: none">- Daily use of sh, ash, bash and assorted GNU tools- Occasional use of tcsh, zsh- Occasional use of Perl, CPAN- Familiar with L^AT_EX
Web Development	<p>Very familiar with web technologies</p> <ul style="list-style-type: none">- Configuration and advanced use of LAMP environment- Configuration and use IIS 6/IIS 7- Advanced use of (X)HTML4/CSS2, XML/XSL- Basic knowledge of (X)HTML5/CSS3- Setup, usage and development with Ruby on Rails- Regular version control using SVN, Git (standalone and through GitHub and BitBucket)
Database	<p>Installation, configuration and occasional use of</p> <ul style="list-style-type: none">- MySQL Community 4, 5- PostgreSQL- SQLite3
Applications	<p>Occasional to daily use of</p> <ul style="list-style-type: none">- All bundled Mac OS software, Quicksilver, TextMate, VMWare Fusion- squid, bind9, dansguardian, iptables, gpg, rsync, afpd, nfsd, smbd, ftpd, ldap, ipkg/optware, busybox

Languages

- * French : Native language
- * English : Fluent
- * Italian : Basic school level (studied for 6 years)

Misc/Interests

- * Certified ITIL V3 Foundation
- * Clean A & B driving licenses + personal vehicles
- * Interests : music (self-taught bass, guitar, cajon player), technology, motorcycle trips