

Julien Del-Piccolo

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Born on the 1st of January 1985

French nationality

Single

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
- Manage users and administer over 50 third party web apps and platforms like : JPM, SWIFT, Fundsettle, Cash Pro Online, Bravura GFAS (AS400)...
- In charge of service desk / desktop related Business Continuity Plan
- Ad-hoc project management
- Supervising Microsoft SCSM 2012 migration, management pack authoring, PowerShell scripts in workflows
- Creation 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 of all of previous position's 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
- Daily maintenance and management of Windows 2003, Windows 2008
- 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#
- Installation, configuration and daily use of Microsoft Windows XP, Seven

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| Jan 2008 | Technical Architect, IT Desktop Infrastructure (continued) |
| –Mar 2010 | <i>Schroder Investment Management Luxembourg S.A.</i> |
| | <ul style="list-style-type: none"> - Daily use and troubleshooting of Microsoft Office 2002, 2003 and 2007, 2010 - Regular to daily use of many softwares like Hyena, Sophos antivirus, SecurStar encryption, Sanctuary Device, UltraEdit, Visual Studio 2005/2008/2010... - Administration of mobile devices with BlackBerry Enterprise Server and Good Enterprise for iOS devices |
| Sep 2006 | Various Roles, IT |
| –Jan 2008 | <i>Schroder Investment Management Luxembourg S.A.</i> |
| | <ul style="list-style-type: none"> - 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

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|-------|---|
| 2005 | Licence Professionnelle ASRALL |
| –2006 | <i>Université Henri Poincaré, Nancy, France</i> |
| | Administration Système, Réseau et Applications à base de Logiciels Libres |
| 2003 | Diplôme Universitaire Technologique, GEII |
| –2005 | <i>Université Nancy 2, Nancy, France</i> |
| | Génie Electrique et Informatique Industrielle |
| 2000 | Baccalauréat S option SI |
| –2003 | <i>Lycée Julie Daubié, Rombas, France</i> |
| | Sciences de l'Ingénieur |

Self-taught skills

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| 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 6.0 - Darwin 8.11 through 10.8 as part as Mac OS - Development and packaging on Synology NAS OS #514 through #3202 <p>Occasional installation, configuration and use of</p> <ul style="list-style-type: none"> - FreeBSD 8.1 as part of pfSense OS - Ubuntu 6.10 through 10.04 LTS |
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Macintosh OS	<p>Experienced Mac OS user.</p> <ul style="list-style-type: none"> - Installation, configuration and daily use of Mac OSX 10.4 through 10.7 on PPC/x86/x64 - Familiar with Mac OSX Server 10.4 and 10.6 PPC/x64
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 - Advanced use of (X)HTML4/CSS2, XML/XSL - Basic knowledge of (X)HTML5/CSS3 - Setup, usage and development with Ruby on Rails - Installation, configuration and daily use of many php/rails web applications (mediawiki, phpmyadmin, drupal, joomla, tracks...)
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, nagios 2, subversion, git <p>Advanced use of Apache 2</p> <ul style="list-style-type: none"> - SSL - Proxy, reverse proxy - Webdav - FastCGI & Ruby

Languages

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

Side projects

- * Maintaining [sspks](#), a Simple Synology SPK Server.
- * [Packaging applications](#) for Synology NAS Server.
- * [Hosting packages](#) for Synology NAS Server, just add <http://packages.jdel.org/> in your Synology Package Center - Package Sources.
- * Contributing packages to [SynoCommunity](#) through the [spksrc](#) repository.

Misc/Interests

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