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 –Now
Team Leader, Service Desk & Service Management
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
- 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 –Mar 2010
Technical Architect, IT Desktop Infrastructure
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
- Daily use and troubleshooting of Microsoft Office 2002, 2003 and 2007, 2010

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...
- Administration of mobile devices with BlackBerry Enterprise Server and Good Enterprise for iOS devices

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 Schroders Luxembourg intranet using ASP.Net/C#/IIS6.

Education

2005	**Licence Professionnelle ASRALL**
–2006	*Université Henri Poincarré, Nancy, France*
	Administration Système, Réseau et Applications à base de Logiciels Libres

2003	**Diplôme Universitaire Technologique, GEII**
–2005	*Université Nancy 2, Nancy, France*
	Génie Electrique et Informatique Industrielle

2000	**Baccalauréat S option SI**
–2003	*Lycée Julie Daubié, Rombas, France*
	Sciences de l'Ingénieur

Self-taught skills

Unix/Linux OS	Average to experienced Unix/Linux user depending on the distribution. Installation, configuration and daily use of

- 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 #3160

Occasional installation, configuration and use of

- YDL 6.1
- FreeBSD 8.1 as part of pfSense OS
- Ubuntu 6.10 through 10.04 LTS

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
Scripting/Dev	Experienced use of Unix/Linux console
	- Daily use of sh, ash, bash and assorted GNU tools
	- Occasional use of tcsh, zsh
	- Occasional use of Perl, CPAN
	- Familiar with LaTeX
Web Development	Very familiar with web technologies
	- 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, refinery, ticket mule...)
Database	Installation, configuration and occasional use of
	- MySQL Community 4, 5
	- PostrgreSQL
	- SQLite3
	- Oracle XE 10.2 & PL/SQL
Applications	Occasional to daily use of
	- 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
	Advanced use of Apache 2
	- SSL
	- Proxy, reverse proxy
	- Webdav
	- FastCGI & Ruby

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

Document created on 28-02-2013 using LaTeX 2ε
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