[LinkedIn-Logo-2C](http://lnkd.in/BKj2FR)

**Mr. MichéSauveur**

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| 3285 West 4th ave • vancouver • 778 885-9514 |
| ENGLISH & FRENCH • [micsau@gmail.com](mailto:micsau@gmaill.com) |

Dear Hiring Manager,

# I’m pleased to enclose a copy of my resume as my application.

My objective is to work in an environment that is not only stimulating and exciting, but also will give me the opportunity to expand my expertise.

The following are emphasize of my qualifications

* More than 10 years involve in multimedia & IT
* Adapt and learn quickly
* Communication skill in French and English
* Troubleshooting & driven to solve a problem
* A + certification
* Qualify Apple technician

Your lineup could find a use for an organized and multi-talented participant. Working in a cutting-edge company where I can add my experience to the mix and be a part of a great team is my ultimate goal.

I will follow up with you to answer any questions you may have. In the meantime, you may reach me at (778) 885-9514.

Thank you for your consideration.

Yours sincerely,

Miche Sauveur

Enclosure: resume

***Logos are clickable***

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| **Mr. MichéSauveur**    [LinkedIn-Logo-2C](http://lnkd.in/BKj2FR#http:/lnkd.in/BKj2FR)3285 West 4th ave • vancouver • 778 885-9514 |
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**objective**

My objective is to work, plan and develop in an environment that is not only stimulating and exciting, but also will give me the opportunity to expand my expertise.

**technical qualifications**

• Troubleshooting (Mac Os X, Microsoft Windows)

• CompTIA A+ Certification 2012

• ITIL V3 Foundation Certification 2012

• Windows 7 Configuring (70-680) Certification 2012

• Microsoft Office Specialist 2010 Certification 2012

• Certify Apple Technician 2010

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**professional experience**

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| **EA SPORTS BURNANBY CANADA**  **Application Support Level II Agent**  **BURNABY Office, OCT 2015 – FEB 2016**  Managing desk side support, Active Directory, PDQ Deployment, Landesk , SCCM deploymentMS Outlook setup , Support for 3D application (3D Max, Maya, Zbrush),Adobe CS Product Support. Oracle VM Virtual Box, Skype , Android Studio Support , Office 365 , One Note , Provide support for PS4 and Xbox console. Dell Certified tech. Courses in Progress : Mac OSX for IT administrator  Answering & resolving tickets with in house ticketing system,  **Aboriginal Affaires Canada - Donna Cona**  **Application Support Level II Agent**  **Vancouver Office, Jan 2012 – Oct 2015**  Managing desk side support, Active Directory, Citrix receiver configuration, VPN, VM Ware setup/test  Answering & resolving tickets (Remedy), End Level  Setting up Networks (Blade servers, VM server, patch panel)  Estimated and managed campaign budgets  Prepared and oversaw campaign plans & critical path timelines  Presented strategies and concepts to clients and executive boards  Led campaign development in collaboration with creative director  Coordinated work of multifunctional teams (internal & external) |
| **Shoppers Drug Mart**  **Bilingual Application Support Agent**  **Head Office,**  **May 2011- Jan 2012**  Managed calls and emails in a timely manner  Coordinated Remote session with clients Point of Sale (POS)  Collaborated to Active Directory account creation and update  Developed in-house applications and deployment under Windows XP & Linux. |
| **CSF (Conseil Scolaire Francophone)**  **Bilingual Apple technincian**  **Head Office,**  **May 19 2009-May 30 2010**  Publishing new image for network machine  Fix and troubleshoot hardware, software (broken laptops, IPhone, BlackBerry)  Commute to school across the province  Wireless system setup  Installation of windows, Linux, Mac O/S  3D graphic (Maya, 3d max) & Photoshop  Ticketing system, log phone calls and emails  Video conferencing setup |

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[](http://www.digitaldomain.com/)

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| **Interfor**  **Application Support**  **Head Office , Feb. 2008-Nov. 2008**  Creation of tickets, Resolving & loggings issues within timeframe  [Interfor Home](http://www.interfor.com/)  Prepare new machines with imaging tool  Remote Desktop, VPN, VMware  Answer clients (500+) phone calls & email in a timely manner  Citrix application setup and support.  Install local & network Printers  Troubleshoot Windows XP, 2003, Exchange 2003, SharePoint and Blackberry.  Active directory: create Groups & Users. Resetting, moving, adding  Developed  Implemented  Assessed |
| **IBM Canada**  **Bilingual Support Agent**  [http://www.mbchamber.mb.ca/wp-content/uploads/2010/03/IBM-colour-260-x-230.jpg](http://www.ibm.com/ca/en/)  **Head Office, Nov. 2006-May 2007**  Answering client’s phone calls (100 +/day) in a timely manner, create tickets  Remote Desktop, VPN login to client’s computers and troubleshoot applications.  Active directory: create Groups, GPO, Resources, Reset passwords  Supporting Applications: Outlook 2003, Exchange & Lotus Notes. |
| **Digital Domain**  **Linux System Specialist**  **Vancouver’s Office, March 2016 – Ongoing**  In charge of the ticketing system, Imaging  Tape backup (Scalar i6000), managing software using puppet,  Chef on windows. VM setup, Troubleshoot 3D applications.  Hardware/Software upgrade |

**completed & continuing education**

**2010 – Ongoing // Continuing Education Python Programming –** The New Boston, Online

**2006 // A+ Hardware Technician (PC) Certificate –** B.C.I.T., Vancouver

**2003 // Bachelor of Arts, Major in Anthropology –** Concordia University, Montréal

**2002 // Design 3D video game Maya & Softimage Certification –** Centre N.A.D, Montréal

**1998 // Programming C++ & Visual Basic College Diploma –** Herzing Institute, Montréal