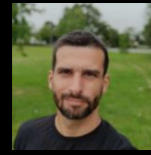# Fromenteau Matthieu

Highly adaptable and quick to learn, with excellent teamwork skills and the ability to work independently.
Demonstrated problem-solving expertise with a strong customer-focused approach. Possess effective written and verbal communication skills, and am enthusiastic and dedicated to delivering quality results.

web.fromenteau.net
(+34) 614 63 66 98
matthieu@fromenteau.net

Work experience

Kelio, Cholet — Technical Support

May 2022 - Current

- Provide end-to-end technical support for Kelio's HRIS, Time and Attendance, and Access Control solutions, assisting clients in French, Spanish, and English.
- Troubleshoot network integration issues to ensure seamless connectivity between Kelio solutions and client infrastructures.
- Diagnose and resolve hardware issues with proprietary devices such as clocking terminals and access readers.
- Assist with the setup, customization, and troubleshooting of Kelio software to address anomalies and ensure smooth operations.
- Deliver superior customer service and technical solutions, contributing to operational efficiency across client systems.

Sitel, Spain (remote) – User support

January 2021 - November 2021

- Provide IT support for Sitel clients across various systems, ensuring issues are resolved efficiently in French, English, and Spanish.
- Assist with both technical and administrative tasks, ensuring high customer satisfaction.

Accenture, Sevilla (Spain) — IT System Support

September 2016 - August 2018 (with parental leave in between)

- Deliver technical support for Amadeus clients, with an emphasis on network and system issues in French, English, and Spanish
- Assist with technical documentation and translations for internal procedures.

NetApp, Newcastle (UK) — System Support Engineer

November 2013 - August 2015

- Deliver advanced systems and software support, diagnosing issues related to SAN fabric, network environments, VMware platforms, and backup solutions.

Skills

Operating Systems: Windows 11, Windows Server 2022, Linux (Debian/Ubuntu)

Cloud Computing: Microsoft Azure environment

Networking & Systems: VMware ESX Server, Cisco, Nagios, Centreon

Languages: knowledge in Bash, Python

Certifications

NCDA 7–Mode, NCIE 7–Mode (NetApp SAN certification)

Languages

French (Native)

Spanish (Fluent)

English (Fluent)

- Support integration and troubleshooting of NetApp storage solutions, resolving technical issues across various operating systems (Windows, Linux) and virtualization platforms (VMware).

French ministry , Wallis(Pacific) – IT Administrator

June 2011- August 2012

- Temporary 1 year mission as a system administrator
- Manage Cisco router configurations and maintenance, and upgrade Windows servers (from 2003 to 2008R2).
- Set up a file exchange server to streamline operations within the prefecture.
- Providing technical support for local government staff.

Education

2010 - 2011

Bachelor in System & Network administration. (professional cursus)