

EXPERIENCE

March 2020 – Present: CircleCI (Remote)

Senior Technical Support Engineer [September 2021 – Present]

- Holding regular 1:1s with junior members of the Support team to provide feedback and guidance, and to support their skills development
- Onboarding and mentoring new members of the Support team
- Interviewing candidates for various roles across the organization: Support Engineer, DevOps Customer Engineer, and Customer Success Manager
- Helping define, and leading quarterly OKRs
- Working with the Support Manager to identify areas of team and process improvement

Technical Support Engineer [March 2020 – September 2021]

- Taking on the role of Communication Commander during incidents
- Delivering internal presentations to share knowledge
- Contributing to the [CircleCI orbs](#) codebase
- Improving internal (Confluence), product, and API documentation
- Working across teams to identify root causes and evaluate potential solutions
- Reviewing logs (Kibana, Graylog) and user data (Honeycomb, Looker, Amplitude) for events correlation
- Helping CircleCI users via the ticket system (Zendesk) and the [CircleCI Community forum](#) to:
 - Successfully configure their CI pipelines for a wide range of frameworks, languages, and platforms
 - Use, as well as, author and publish CircleCI orbs
 - Leverage the CircleCI API

May 2018 – March 2020: Tenable (Dublin – Ireland)

Technical Support Engineer

- Analysing scans results and system audits to clarify reported vulnerabilities
- Reviewing host-based applications logs and cloud-based applications logs (via Splunk)
- Advising customers on remediation steps and best practices
- Setting up lab environments to replicate customers technical issues
- Escalating software bugs or enhancement requests to development and product management teams
- Assisting new members of the technical support team
- Contributing to public documentation

March 2017 – May 2018: Defiant Inc. (Remote)

Customer Support Engineer

- Providing assistance to Wordfence users through the WordPress.org forum
- Analysing scan results, diagnostics reports and logs
- Escalating and following up on bugs and feature requests via FogBugz/Manuscript

September 2016 – March 2017

English-French Freelance Translator

February 2016 – July 2016: Tenable (Dublin – Ireland)

Technical Support Engineer (Same role as May 2018 – March 2020)

April 2015 – December 2015: Accenture (Dublin – Ireland)

Technical Support Associate

- Providing email support to DoubleClick Bid Manager users
- Working closely with other DoubleClick support teams (Campaign Manager, Ad Exchange) to identify and solve issues involving multiple services

October 2010 – March 2015: Orsyp/Automic (Paris – France)

Technical Support Engineer

- Providing functional and technical support for Sysload solutions (Performance and capacity management)
- Writing and proofreading documentation (user/administration manuals, knowledge base, troubleshooting guides)
- Delivering training to clients and members of the support team

September 2008 – October 2010: Quod Financial (Puteaux – France)

Support Technician

- Managing the issue tracking system (JIRA) and ECM solutions (Alfresco, Confluence)
- Providing internal IT support
- Administering dedicated Linux servers (DNS, Web, Domain controller, Monitoring)

February 2006 – March 2008: IntEireNet (Dublin – Ireland)

Co-founder

- Promoting the *www.sports-in-bars.ie* service
- Maintaining website

August 2005 – December 2005: Stream International (Dublin – Ireland)

Linux Technical Support Engineer

- Providing email assistance to Novell/SUSE customers worldwide
- Testing new SUSE Linux releases

Between 2002 and 2005, I occupied several contract positions, mainly in technical support and customer service. I also spent time travelling and working on music related projects.

May 2001 – October 2001: Ozitem (Courbevoie – France)

Linux Technician

- Providing 2nd level assistance to website administrators
- Managing DNS servers

December 1998 – January 2001: OCEI Group (Paris – France)

Junior Unix Administrator

- Installing test platforms (AIX, Solaris, Linux) and administering the print server solution (UniqPrint)
- Assessing compliance with security requirements for *Electricité De France* critical applications

EDUCATION

1996 – 1998 **Physics Bachelor's degree** (*partially validated*)
Pierre et Marie CURIE University (Paris – France)

1993 – 1996 **Mathematics and IT Associate degree/Higher certificate**
Pierre et Marie CURIE University (Paris – France)