✉ hatim.majber@gmail.com

🏠 Issy les moulineaux

📅 35 years old

🆔 Driver licence type B

📍 France

📞 06 44 35 94 79

Languages

English

French

Assets

Leadership

Process management

Interests

Swiming

Travelling

Hatim MAJBER

With more than 14 years of experience in IT support and operations, I have been able to evolve through different positions and different environments, I would be delighted to talk about it in more detail with you!

Work experience

07/2023 — Danone
Paris

Head of IT Services Operations

- Managing the team responsible for all Danone business applications operations.
- Managing and improving the different operational models for L1 ,L2 and L3 support.
- Reviewing and enhancing the various KPIs of the IT team responsible for managing the different business applications.
- Tracking various KPIs/SLAs and enhancing reporting by implementing Power BI dashboards.
- Leading a global Request for Proposal (RFP) for a global Application Management Services (AMS) contract covering more than 700 applications with direct business impact.
- Overseeing and managing the global budget for IT operations capital expenditures (CAPEX) and operating expenditures (OPEX) (Exceeding 15 million euros).
- Improving the "Charge Back" system and enhancing the cost model of the products under scope.
- Building and maintaining trust and satisfaction with various IT and business stakeholders.

01/2022 - 06/2023 — Deezer
Paris

IT Manager

Challenge: Establish a new IT workstation team comprising experienced engineers to implement cutting-edge IT solutions

- Lead, train, and enhance the IT Workstation Team , consisting of Workstation engineers and IT support specialists responsible of manging : JAMF , INTUNE and Altlassian
- IT projects implementation : Atlassian halp, Intune , GLPI cloud, EDR SentinelOne...
- Curate an IT Knowledge Database to enhance IT operations
- Ensure consistent asset management (hardware/software), maintain spare policy, and adhere to computer renewal policy
- Work closely with the IT Director and serve as a backup on infrastructure matters

01/2021 - 01/2022 — Deezer
Paris

IT Support Manager

Challenge: Revamp the structure of the IT support team and establish various SLAs and KPIs, conducting a comprehensive evaluation of the team's organization to improve user satisfaction.

- Management the IT support team
- Management of the IT Admins team
- Review of internal IT processes
- Restructuring of the IT support organization
- Implementation of different "KPIs / SLAs" to improve the quality of service (From 75% to 88%)
- Restructuring of the "Parc management" process (computer stock management, license management, etc.)
- Implementation of a new asset management tool (GLPI Cloud)
- Management of relations with the various service providers (Service/equipment)

01/2018 - 01/2021 — IDEMIA
PARIS,France

Global Support IT Manager

Challenge: IDEMIA group merger (merger between Safran subsidiary (Morpho) and Oberthur)

- Management of the transition between the two IT outsourcers during the Covid period (SCC & NIIT) Objective: a single service desk for the IDEMIA group with a new outsourcer
- Management of end-user IT support and internal L1/L2 business applications (14,000 Users)
- Management of internal and external support teams spread over 4 countries (10 internal resources on the two Parisian sites as well as more than 40 resources including 2 managers divided between India and Madrid)
- Weekly/monthly and annual reporting based on the various KPIs implemented
- Annual performance evaluation of the internal team and follow-up of training needs
- Follow-up of the relationship and the outsourcing of the IT proximity and service desk services with outsourced suppliers (SCC, NIIT, Fujitsu, etc.)
- Work with the build and business teams on the various IT projects (Skype/Teams deployment, O365 migration, W10 migration, etc.)
- Management and monitoring of the global backlog (+ 20,000 tickets received per month)
- Interface position between IT and corporate / business teams (Finance, HRIS, Accounting, SGXs)

Work experience

03/2017 - 12/2018   IDEMIA
Pessac, France

IT Site manager & Coporate SCCM Administrator
- Management IT support team (L2 technicians)
- Local site end-user support management
- Mange , supervise ,follow and upgarde of the local infructure (Network,System,Parc management)
- IT site budget management
- Corporate SCCM Administration
- Operate, manage, and maintain the SCCM system Infrastructure.
- Manage master upgrade and cycle life (Windows 7& Windows 10)
- Create and administer advertisements, programs,collections, and custom reports in SCCM
- Troubleshoot failed SCCM deployments and SCCM health issues
- Supervise Secondary SCCM Servers in 47 sites

09/2012 - 02/2017   IDEMIA
Rabat,Morocco

IT Support Team leader
- Management of the L1 IT support team (10 internal resources)
- Being the technical referent of the L1 team
- 24/7 planning management
- Team assessment and monitoring of training needs
- Setting up the weekly / monthly meeting and dedicated reports in order to manage the different KPIs.
- Follow up the worldwide incidents and requests backlog

09/2011 - 05/2012   HP
Rabat, MOROCCO

IT Analyste
- Provide L1 support service (incidents and requests) trough phone, ITSM & mail.
- Diagnose and resolve technical hardware and software problems
- Assist the team leader of the team on the management of the backlog and the coaching of the team.

Certifications

ITIL V3 Foundation

Microsoft MCTS Certification

Skills

Team Management

ITIL

Education

09/2011 - 08/2012   RABAT Science university
RABAT,MOROCCO

Bachelor degree

09/2009 - 08/2011   ISTA NTIC
Rabat,MOROCCO

Network and system specialized technician