CURRICULUM VITAE

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Professional Background

· **2003 A … .** :   *SKYASSIST S.A.*
Engineer Technical Design & Implementations - System Engineer - WebMaster - …. And much more !

· **2000 A 2003** :   *ATRAXIS S.A. / Sabena Group (+/- 450 IT people)*
Second & third level support - Installation pc - software - on-site repair all types of problems
Implementations - migration - unattended facilities - design - programming - integration – etc…

· **1998 A 1999** :   *BIPASS*
Maintenance, repair, installation pc - software - on-site repair all types of problems (level 1 & 2)

· **1998 A 1998** :   *I.M.D. / MANUDAX-EPSON*
Maintenance, repair printers Epson / HP / Canon, mini printer - pc – etc

· **1992 A 1997** :   *NEW NYS S.A.*
Maintenance, repair and installation of office equipment (fax - copier - phone - typewriter
Dictaphone - monitor - computer - etc)

· **1990 A 1992** :   *A.E.M.I.*
Maintenance, repair and installation of meter (ups - multimeter - sensors - sensor - etc)

· **1986 A 1990** :   *TECHNIQUE ELECTRONIQUE SUR MESURE (T.E.M.) - BURELEK*
Maintenance, repair and installation of office equipment (fax - phone - phone central - answering machine - ...)

Ongoing Follow

TELINDUS (TEINFO)
- LAN
- TCP/IP
- TCP/IP TROUBLESHOOTING

Formation

ELECTRONIC THECHNICIAN / A2 LEVEL

SCHOOLS :   Athénée royal « Marcel Tricot » - Rue Marie Christine 83 - 1020 Bruxelles

GRADUATES IN :   - A2 in electronic / Certificate of qualification (Subject : fibre optic)

STUDY INITIATED :   - A1 / Industrial electronics engineer / I.S.I.B. - Rue royal
- IT graduate / I.S.I. - Place Madou

Knowledge

Languages

- Je m'exprime parfaitement en français aussi bien à l'oral qu'à l'écrit.
- Ik heb nu een goede kennis van het nederlands dankzij mijn professionele ervaringen.
- My IT experience is great and it's always a pleasure for me to communicate in English.
- Hablo el español bastante bien. Gracias a mi ex-esposa !

IT

Key words : Versatility, resourcefulness, motivation, innovation

Software :

OS   : ALL Windows versions (from Win3.1 till Windows server 2012 Standard)
              Windows Server 2008/2012 Active Directory (Installation, configuration, maintenance, …)
                Users/groups settings
                Security policies
                Deployment updates, tasks scheduler configuration, etc…
              Windows Server 2008/2012 Applications Infrastructure
                Configuring Storage for Windows Server and Windows Server Applications
                Configuring High Availability for Windows Server and Windows Server Applications
                RDS in the Single-Server Configuration/Multiple-Server Configuration + RDP sessions
                Securely Delivering RDS Applications to the Internet
                IIS Web Applications
                IIS FTP and SMTP Services
                IIS Server and SSL Management
              Windows Server 2008/2012 Network Infrastructure
                Configuring/ Managing DHCP
                Setting Up Routing
                Configuring/ Managing DNS
              Linux : Red Hat Enterprise (V6.4 Santiago) : Installation, configuration, maintenance, …
              Limited knowledge under sous Android (V4.2 – Jelly Bean) : Development, maintenance.

Others :   MS Office pro 97 à 2010 / Visio : Installation, configuration, maintenance, backup, …
              Symantec/Ghost (Client/Server)
              Citrix - IBM Lotus Notes (Client/Server)
              Oracle 7.3.4 à 11g : Creation DBs/Users/Schemas, maintenance, backup, deployment, SQL, …
              Tomcat (V5.5 à V7)/Apache(V2 et sup.) : Installation, configuration, maintenance, development, …
                  sous Windows/Linux
              DBs : Toad Oracle (V11) – MS SQL : Installation procedures, packages, Tablespace maintenance, …
              WebEx Sessions – Dreamweaver (V8) – Frontpage 2003 – JCreator (V5)
              VPN : Configuration, installation, maintenance
              ODBC solutions – World Tracer (Sita)
              Exchange server : Installation, configuration Emails boxes, maintenance, etc…
              Basic Router Cisco settings/configuration – NAT – DMZ – etc
              IE V7 à V11, Chrome V33 : Configuration, maintenance, fine tuning, …
              HyperV Migration Tools : basic knowledge
              Enterprise Architect / Sparx system : Models creation in UML (Unified Model Language).
              Veeam backup :
                      -Backup infrastructure components and objects:
                        hosts, servers, backup proxies, repositories, WAN accelerators as well as jobs configured on
                        the Veeam backup server, global settings configured on the Veeam backup server and so on.
                      -Backups: backups, replicas and backup copies created on the Veeam backup server.
                      -Sessions: job sessions performed on the Veeam backup server.

VMware :   Workstation 10 – Installation, configuration, fine tunning…
              Vsphere 5.1 suite– Installation, configuration, fine tunning…
              Installation, help installation for customers on site with their team

Language : Java (jsp pages) - Winbatch - VB - Flash - Xml - Html – Sql/Oracle – javascript – Dos – etc
              Development, configuration, test, maintenance, fine tuning, …

Support   : Procedures realisation for Level 1.
              Follow of SLA (service level agreement)
              Intervention « On Call/ on-side » => 2 weeks/month.
              RFC's preparation (Request for Change) and theirs deployment after approval.
              Level 2 et 3 (sorting, analysis, planned or urgent action, proposed solutions, contact
              with the application owner / provider + followed).
              Backup/Planning/Restore (Database + files).

Hardware :
Assembling A to Z of PC / Server - Rack
Troubleshooting - Maintenance: PC / Server - Printers - Screen - Kiosk - Hard Drive (data recovery) - Wiring – etc

Products / Applications currently supported by our various customers and internally:
Skyassist : PaxClaims – Refund – BagAssist (See www.skyassist.com for more details)
Brussels Airlines : FiRout (Telex - HP) – Sentinel (Mercator) – AGS/FOQA (Analysis Ground Station – Sagem)
IER Kiosk : SBA, Billund, etc…
Project Manager junior : Planning, organization, motivation and resources control, made them available to achieve the specific objectives who were clearly identified.
SPOC : Presentation to "change board" of different products under my responsibility, id for helpdesk

Current projects (internal/external) :

- Ensure that the IT infrastructure is operational
- Write the procedures and validate that my backup is able to solve a minimum the issues that may arise (when I'm unavailable)
- Update servers, PCs and other computer hardware (printers, IP Voice, etc …)
- Managing the day to day problems that are narrated me… Internally or externally … Level 2 & 3
- Presentation to Change Board any migration possible, updates, new installations, their cost and their potential impacts, rollback, etc … => internally
- Presentation to Change Board (eg Brussels Airlines) any migration possible, updating, new installations, their costs, their potential impacts, rollback, etc … => externally (products we develop and / or we provide maintenance)
- Analysis of the new technology to, perhaps, improve our IT environment
- Verification of software (licenses, update, etc …)
- Backups on different servers / DB (Veeam Backup and others)
- Security management / FireWall / Group Policies / DNS / DMZ / etc …
- Planning upgrades : 2008 => 2012 internally / externally using scripting and Hyper-V
- Managing our ftp server / domain controller / acitve directory / etc …
- On call / custody for clients on request (update on their side, etc …)
- VoiceOIP: Configuration our infrastructure in meeting … Webex, Teamviewer, …
- Write the Operational Concept of products we develop / endure…
- Management / Development / etc and those of our WebSite develop for our customers…
- Oversee the implementation of new LUN and availability of Oracle's DB in production…
- Remove all duplicate files that waste precious space on your servers/backup hard and make your computer/servers backups bigger for no good reason…
- Setting up virtual servers, installation, update, fine tuning, according to the needs…

Personal Interests
Travel - world music - Squash