



## EXPERIENCES



### IT SUPPORT AND INFRASTRUCTURE MANAGER

September 2024 - Now

/ Expert wholesaler for MSP: cybersecurity, telephony, and IT

#### Missions:

- Manage the technical support team (5 people):
  - Lead support and infrastructure services;
  - Create and monitor KPIs;
  - Improve and optimize internal processes;
  - Track the achievement of set objectives;
  - Plan human and material resources;
  - Ensure team competence and organize training programs;
  - Define and maintain referenced services;
  - Monitor customer satisfaction;
- Provide pre-sales and post-sales support:
  - Analyze, research, test and resolve technical issues;
  - Contact software editors if necessary (France or international);
  - Suggest complementary products or services;
- Manage company's network:
  - Participate in infrastructure projects;
  - Maintain equipment and peripherals for all staff;
  - Monitor and renew IT equipment;
  - Secure network and company data;
  - Plan proactive or corrective interventions;
- Training employees/clients:
  - Establish and schedule internal or client training sessions;
  - Identify training needs;
- Contribute to external communication:
  - Participate in video publications on social media;
  - Conduct webinars and training sessions;
  - Attend trade shows, events, or visit clients.

### SOFTWARE & HARDWARE SUPPORT

February 2021 - April 2024

/ Interactive kiosk manufacturer



#### Missions:

- Projects-based support for key accounts;
- Manage the fleet of kiosks and payment terminals;
- Organize partner interventions logistically;
- Train clients remotely or on site (technical or end-users);
- Handle customer and provider disputes, define resolution plans;
- Write and update maintenance procedures;
- Improve GLPI ticketing system tool according to needs;
- Substitute quality management ISO 9001 standard;
- Assist after-sales service (repairing IT components).

### L2+ SOFTWARE SUPPORT

January 2019 - February 2021

/ POS, inventory and accounting software



#### Missions:

- Resolve and capitalize technical issues;
- Install and update software and hardware;
- Train clients remotely or on site (technical or end-users);
- Handle complex and urgent requests (blocked store,...);
- Manage non contractual services (database cleaning, scripts,...);
- Maintain, create, and improve internal tools;

#### In the absence of the manager:

- Lead support team (15 people across 2 sites);
- Monitor KPIs, customer satisfaction, and process compliance.

## DIPLOMAS

### BTEC HIGHER NATIONALS - INFORMATICS

#### SOFTWARE SOLUTIONS AND APPLICATIONS / 2017

Developing a portfolio of skills, analyzing specifications, delineating and managing resources, designing application solutions, and creating technical documentation.

### BTEC NATIONALS - INFORMATICS

#### MANAGEMENT INFORMATION SYSTEMS / 2014

Learning computer methods and tools in professional environment. Discovering programming languages (HTML, CSS, Javascript).

## SKILLS

#### SOFT

Adaptability  
Autonomy  
Curiosity  
Source of proposals  
Decision-making

#### HARD

IT Maintenance  
Ticketing  
SQL & Database  
Hardware  
Network & Security

## LANGUAGES



**FRENCH**  
Native  
C2 Level



**ENGLISH**  
Advanced  
C1 Level

## PROJECTS

### Creator, Team Leader (20 people), Community Manager

#### MEDIEVAL STORMS

is a medieval MMO that focuses on battle strategies and castle management.

Languages: Typescript

Framework: Svelte



## REFERENCE

### CHARLES FERRIER

Support and Deployment Manager at IPM (and previously ProGmag)

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