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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 sofware 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 remotly 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 remotly 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:

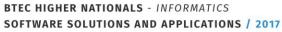
- · Lead support team (15 people across 2 sites);
- Monitor KPIs, customer satisfaction, and process compliance.

DIPLOMAS



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

DIFLOMAS



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

HARD

SKILLS



Adaptability IT Mai Autonomy Ticket Curiosity SQL 8

SOFT

Source of proposals

Decision-making

IT Maintenance Ticketing SQL & Database Hardware

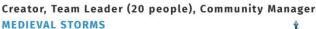
Network & Security

LANGUAGES





PROJECTS



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) charles.ferrier@ipmfrance.com / +33 6 27 96 83 64







