

Skills

Ability to work with multiple teams	Ability to learn fast and adapt to new solutions
Strong analysis, synthesis & communication capacity (written & oral)	An inclination to make improvements, find new ideas & challenge the status quo
Experienced in writing functional specifications (turning business requirements into system requirements)	Good knowledge of Agile methods (Scrum)
	Experienced with test campaign writing & executions
Adaptability in a quick-changing background scenario	

Education

2013 – 2015	Master of Science in Information Technology - Université Lyon 3
2010 – 2011	Bachelor of Science in Computer Science - Université Lyon 1
1995 – 1996	Diploma of Higher Education in Computer Science - Université Montpellier 2
1993 – 1994	Bachelor in Public Law - Université Paris 12
1989 – 1993	Bachelor of Arts in English literature - Université Montpellier 3

Technical Skills

Programming languages:	Visual Basic, Delphi, HTML, CSS, Javascript, C, C #
Networks:	TCP/IP, X25, CFT, Ethernet, Active Directory
Operating Systems:	Windows, UNIX (AIX and Solaris), LINUX (RedHat and Ubuntu)
DBMS:	DB2, Oracle, MS SQL Server, PostgreSQL, SQL, PL / SQL
Design and analysis methods:	Merise, UML, ITIL, Agile (Scrum)
Office softwares:	Word, Excel, PowerPoint, Access, Visio and Project

Work experience

June 2021 to now	APSIDE	1 year 4 months
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IT Business analyst for Caisses d'Épargne (savings bank)

Operational Support and Maintenance on electronic signature applications

Main duties include:

- Monitoring and analysing production incidents and problems
- Qualifying and resolving software defects
- Writing general functional specifications
- Writing test sets and qualifying deliverables

Environment: DB2, Oracle, SQL, Java, Angular, Agile (Scrum), Confluence, JIRA

October 2020 to Mars 2021	INETUM	6 months
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IT engineer for ACOSS PAJE (public child care organization)

Operational Support and Maintenance on web applications

Main duties include:

- Monitoring and analysing production incidents and problems
- Writing detailed functional specifications
- Writing test sets and qualifying deliverables (GUI and business rules)

Environment: Oracle, SQL, PL/SQL, Java, Redmine, JIRA

November 2019 to March 2020

CELAD

5 months

IT engineer for APICIL (insurance company)

Operational Support and Maintenance on life insurance applications

Main duties include:

- Monitoring and analysing production incidents and problems
- Qualifying and resolving software defects
- Functional and technical support level 3

Environment: Oracle, SQL, XML, VBA, EXTEL SunShine, EasyVista

January to October 2019

INFOTEL

10 months

IT engineer for PARTECIS (electronic payment software company)

Operational Support and Maintenance on purchase and sales applications

Main duties include:

- Writing Perl and Ksh scripts for deploying applications
- Writing general functional specifications
- Writing test sets and qualifying deliverables

Environment: Ksh, Perl, CTree, Tibco, Kanest, monétique (CB2A, CIFO), Jira, BitBucket

June 2017 to December 2018

APSIDE

1 year 6 months

IT Business analyst for Caisses d'Epargne (savings bank)

Project management on integrating banking services with remote electronic signature

Main duties include:

- Working on the project qualification stage with Agile workshops
- Maintaining and setting up database settings and data according to business rules
- Writing test sets and qualifying deliverables (GUI and business rules)

Environment: DB2 (spufi), MVS, Oracle, SQL, REST, UML, Agile (Scrum), Clarity

December 2016 to April 2017

Sopra Steria

5 months

IT Business analyst for SNCF (French railway company) IT department

Project management on a hybrid mobile app focused on HR services

Main duties include:

- Writing user stories and acceptance tests
- Writing test cases and qualifying deliverables
- Writing general functional specifications
- Scrum mastering (team of 5 developers)

Environment: Webservices, Angular, Ionic, Bootstrap, Agile (Scrum)

July 2015 to November 2016

Sopra Steria

1 year 5 months

IT Business analyst for SNCF (French railway company) IT department

Project management on an intranet application dealing with social conflicts

Main duties include:

- Designing and creating database
- Writing user stories and acceptance tests
- Writing test cases and qualifying deliverables
- Writing detailed functional specifications

Environment: Java, Hibernate, PostgreSQL, Tomcat, UML, Agile (Scrum)

June 2014 to June 2015

Sopra Steria

1 year

IT Business analyst for Rhône-Alpes Region

Project management on Intranet and Extranet applications in NET 2.0

Main duties include:

- Writing requirements expressions according to business needs
- Writing functional specifications
- Writing test cases and qualifying deliverables

Environment: AIX, Oracle, .NET 2.0, C #, HTML, CSS, UML

March 2014 to June 2014

Sopra Steria

4 months

July 2011 to March 2014

CGI

2 years 8 months

ITSM ITAM Consultant for ENEDIS (French power grid operator) IT department

Project management and coding on both help desk and asset management applications

Main duties include:

- Writing requirements expressions according to business needs
- Writing technical and functional specifications
- Coding software components with JS and VB

Environment: HP Service Manager, HP Asset Manager, Connect-IT, AIX, Oracle

December 2010 to June 2011

CGI

7 months

IT Consultant for Carrefour France

Project management on Infolog GE and GoalPost

Main duties include:

- Writing technical and functional specifications
- Writing test cases and qualifying deliverables

Environment: Infolog GE, DB2, AS / 400, SQL Server, GoalPost

April 2008 to November 2010

AKKA I&S and ASTEK

2 years 8 months

IT Business analyst for Orange (formerly France Telecom)

Project management on a CRM application both for call center and online customer support on Orange website

Main duties include:

- Writing technical and functional specifications
- Writing test cases and qualifying deliverables
- Designing data requests to perform searches on case-based reasoning trees
- Defining interfaces with other applications

Environment: eGain, WebLogic, JSP, Java, JavaScript, SQL, Oracle, Windows 2003 Server, AIX

March 2007 to March 2008

Alteca

1 year

IT engineer for Groupe CASINO (wholesale distributor)

Operational Support and Maintenance on Aldata GOLD Central and Stock softwares

Main duties include:

- Monitoring and analysing production incidents and problems
- Qualifying and resolving software defects for both applications
- Oracle database reporting and building a PL/SQL data analysis and correction tool

Environment: Aldata GOLD Central 5.0.4 and GOLD Stock, SQL, Oracle 9i, UNIX Solaris

January to February 2007

Alteca

2 months

Deployment Manager for Carrefour France (wholesale distributor)

Project management for deploying a Pocket PC software for Champion hypermarkets

Main duties include:

- Deploying software on 10 pilot sites
- Leading and supervising the team (3 people fulltime)
- Writing test cases and qualifying deliverables

Environment: Remote Ware, Windows CE, .NET Framework 2.0

September to December 2006

Alteca

4 months

IT engineer for SANOFI-AVENTIS

Taking part in the development of an intranet application

Main duties include:

- Writing general and detailed specifications
- Modelling database using AMC Designor
- Coding input screens using C # language

Environment: C #, ASP .NET, Visual Studio 2003, SQL Server 2000, AMC Designor

September 2005 to August 2006

UNILOG IT Services

1 year

IT engineer for Carrefour France (wholesale distributor)

5 months

Operational Support and Maintenance on Infolog GE

Main duties include:

- Monitoring and analysing production incidents and problems
- Qualifying and resolving software defects
- Functional and technical support level 3

Environment: Infolog GE, DB2, Oracle, AS / 400**IT engineer** for MERIAL (animal health company)

5 months

Scalable software maintenance on EAI and CRM applications

Main duties include:

- Coding modules and screens with PIVOTAL
- Creating interfaces with TIBCO

Environment: TIBCO, PIVOTAL, SQL Server 2000**IT engineer** for Carrefour France (wholesale distributor)

2 months

Scalable software maintenance on purchasing office software

Main duties include:

- Coding modules and screens with Power Builder
- Modifying and adapting database to business use

Environment: Power Builder 7.0, SQL Server 6.5

February to August 2005

UNILOG IT Services

7 months

Project Manager in charge of a fixed-price project and setting up application management on an exchange server for the health-insurance system of EDF (electrical power company)

Main duties include:

- Designing and creating database
- Writing technical and functional specifications
- Writing test books and user manuals
- Deployment on production sites
- Customer account and customer relationship management (organizing both executive and steering committees)
- Expertise on technical aspects (NOEMIE / B2 standard)
- Providing technical support level 3
- Support to incoming team (2 people)

Environment: C, C #, .NET ASP, SQL Server 2000, .NET Framework 1.1, Visual Studio 2000

October 2004 to January 2005

UNILOG IT Services

4 months

IT engineer for Schneider Electric (electrical equipment company) 2 months

Scalable software maintenance on an SAP / EDI EAI

Main duties include:

- Coding EDI interfaces
- Writing EDIFACT / SAP translators

Environment Technical: TradeXpress, Pilot5, RTE, EDIFACT, SAP, EDI

IT engineer for ITESOFT (software company) 2 months

Deployment of an application on 10 data processing centers for French Health Insurance Agency

Main duties include:

- Deploying and installing a LAD and GED platform (1 server and 10 to 20 workstations)
- User training and start-up assistance

Environment: Oracle, Linux RedHat Enterprise, Windows XP

March 2002 to September 2004

UNILOG IT Services

2 years 7 months

Project Manager in charge of support and software development on an exchange server for the health-insurance system of EDF (electrical power company)

Main duties include:

- Dealing with application management and fixed-price projects (teams from 2 to 5 people):
 - Customer account and customer relationship management (organizing both executive and steering committees)
 - Expertise on technical aspects (NOEMIE / B2 standard)
 - Providing technical support level 3
- Management of 2 migration projects within EDF information system (6 months duration for each):
 - adding a data ciphering-deciphering module to exchange server
 - transferring activity from 5 to 2 locations (databases and data migration)

Both projects included actions such as:

- Defining and planning actions
- Writing specifications
- Coordinating teams (UNILOG, Cegetel and EDF)

- Management of a fixed-price projects (2 month duration): integration of a front end server
 - Writing technical and functional specifications
 - Writing test books and user manuals

Environment: C, PowerBuilder 6.5, SQL Server 6.5, Visual Studio, Merise

November 2001 to February 2002

UNILOG IT Services Grenoble

4 months

Junior Software Engineer in charge of support and software development on an exchange server for the health-insurance system of EDF (electrical power company)

Main duties include:

- Ongoing maintenance on the GUI written in Power Builder
- Corrective maintenance on data treatment modules written in C
- Remote maintenance: Oracle database tuning, network diagnostics and solving inter-connection problems (TCP/IP, XModem and X25), ...

Environment: Power Builder 6.5, C, SQL Server 6.5, PC AnyWhere, PeSIT

July to October 2001

UNILOG IT Services Grenoble

4 months

System & Network Admin in charge of managing the network of an IT services company agency (100 people on site)

Main duties include:

- Managing a network of 100 workstations and 30 servers (NT Domain, Active Directory and UNIX management, security policy, creation of users, ...)
- Managing Lotus Notes (rolling out updates, managing databases and users accounts)
- Users help and support on office applications
- Installing and configuring workstations by using cloning tools

Environment: Solaris and AIX, Windows NT and 2000 Server, Lotus Notes 6.5

September 2000 to June 2001

Ain County Council

10 months

Internet Webmaster

I was the internet webmaster for the institutional website of Ain County Council

Main duties include:

- Project management (requirements analysis) and designing web site
- Management of third part suppliers
- Development of a mockup in HTML, DHTML and Javascript

Environment: Linux RedHat, Apache, HTML, CSS, Javascript

January 1999 to August 2000

URSSAF Montpellier

1 year 8 months

System & Network Technician

I was in charge of managing 5 servers and a hundred workstations in a health insurance state-run company

Main duties include:

- Installing workstations and servers (running either with Windows 95 or NT 4.0), repairing PCs, and installing various softwares
- Managing an ethernet network based on TCP/IP protocols
- Checking Y2K compatibility for various hardwares and softwares
- Hardware stock management using WinParc Actima
- Managing a Lotus Notes server running under Windows NT 4.0

- Deploying EDI softwares for bailiffs working with URSSAF

Environment: Windows NT 4.0, GCOS 6, EDI, TCP/IP, WinParc Actima

April 1997 to December 1998

Arcade Informatique

1 year 9 months

Help Desk and Hotline Technician

I was in charge of user support and remote maintenance for a laboratory quality monitoring software and an accounting and billing software, Clients are construction companies mainly concrete plants

Main duties include:

- On-site deployments and user training
- Identifying and solving technical problems, through phone contacts with customers and remote maintenance, dealing with any software and hardware problems linked with the products
- Testing and validating software

Environment: Paradox, Delphi, Crystal Reports, PC Anywhere