



EXPÉRIENCES

Administrateur Réseau

Praxis - Décembre 2023 à avril 2024 - Australie



- Manager des adresses IP avec IPAM.
- Routage OSPF sur NX-OS.
- Installation et configuration d'équipements sans-fil.
- Installer et câbler des équipements réseaux.
- Déployer une solution de mise à jours, d'enrollement et sécurité via MECM/SCCM-Intune.

Administrateur Réseau et Système

Cagemini - Juin 2023 à décembre 2023 - Portugal



- Superviser la santé du parc informatique tous les jours via Centreon.
- Superviser la santé des sauvegardes via Veeam Backup.
- Configure Radius/NAC configuration on Aruba switches.
- Configure on Aruba switches a centralized solutions to update them via Aruba Central Clearpass
- Create, manage and troubleshoot Virtual Machine on vSphere 7.0
- Diagnose access issues related to directory data on Windows.
- Diagnose and restart Windows services when necessary.
- Create directory data archives via Robocopy.
- Restore files and directories for users from Windows Backup or Veeam.

Network Technician L2

Inetum - Août 2022 à juin 2023 - Portugal



- Create, manage and troubleshoot network flow rules on FortiManager-Fortigate Firewalls 7.0-7.3 on diferent VDOM.
- Analyze network flows using Fortigate Analyzer.
- Create a backup and restore the previous version in case of unforeseen circumstances. Update Firewalls during weekend night shifts
- Create, manage and troubleshoot VPN account, Site-To-Site on Fortigate.
- Create, manage nodes on the Load-Balancer F5/A10.
- Create, manage and troubleshoot VLAN, OSPF routing, VRF, on Cisco or Aruba.

Service Desk Expert Technician

L'Oréal - 2018 à 2022



- Create, manage and troubleshoot Windows accounts via the Active Directory.
- Create, manage and troubleshoot email accounts, distribution lists via Exchange Admin portal.
- Troubleshoot various Office problems, application not opening, not connected, error message.
- Be able to independently use Powershell to obtain information about Windows accounts
- Be able to independently create a Powershell script to create large Windows account lists via a CSV table
- Troubleshoot Network, VPN or Proxy issues like Cisco Anyconnect, Pulse Secure, Zscaler.
- Support for the VIP & Salesforce team.
- Ticket management with the ServiceNow platform.

FORMATIONS

Bachelor

Mars 2022 à août 2022

Secure Infrastructure Administrator

BTEC Higher National Diploma

2016 à 2018

IT Services for Organizations

CERTIFICATIONS



Fortinet Certified Associate in Cybersecurity.



CISCO Certified CCNA 200-301

COMPÉTENCES

Windows Server

- Active Directory/DNS - RDS - HTTP/FTP - DFS
- WSUS - WDS/MDT - SCCM/Intune
- Exchange/O365
- RDS - GPO

Cisco/Aruba

- ACL - BPDUGuard - Port-security - DHCP Snooping
- VLAN/Trunk - STP/PVSTP - Etherchannel
- HSRP/VRRP - EIGRP/OSPF - NAT/PAT
- WLAN/Wireless Lan Controller
- Clearpass Aruba
- CCNP studying

Virtualisation

- VMware
- Hyper-V

LANGUES

Français

Anglais

Portugais

Service Desk Expert Technician

Fujitsu - 2018 à 2022 - Portugal



- Provide a single point of contact for users, dealing with the management of both routine and non-routine incidents, problems and requests. Provision of 1st line support for incidents.
- Provide remote Helpdesk Support L1 for our in-based projects customers l'Oréal Paris and Idemia.
- Work under supervision, supporting standard technical queries related to a single product/small set of products (e.g. Microsoft products, operating system, basic networking, PCs).
- Problem Solving. Take ownership for listening to and understanding basic customer problems asking relevant questions to resolve typically known problems within required timescales. Know when problems are beyond them and escalates so they can be resolved.
- Service Level. Escalate issues as necessary to deliver required service level and meet or exceed customer expectation/SLAs. Monitor performance through statistical reporting and analysis.
- Team Working. Act as a team player and is viewed by colleagues as a helpful and effective member of the team.
- Update technical documents to enable the team to ensure the resolution of requests and incidents as optimally as possible and as quickly as possible.

On-site IT support L2

LDLC - 2013 à 2018 - France



- Welcome and support customers until the sale by providing them with relevant technical advice on the High-Tech products offered in store and on our website (IT, multimedia, hi-fi, video, photography, etc.).
- Participate in the smooth running of the store and are notably required to carry out missions of receiving deliveries, storage/merchandising, delivery of orders, etc.
- Actively contribute to the commercial development of our store and the company's reputation.
- Be constantly technologically aware in order to anticipate the hardware market.
- Propose and install backup solutions via software or Synology NAS.
- Assemble computers from scratch in line with customer needs. More than 1000 computers assembled.
- Be able to resolve a software or hardware failure. More than 1000 computers troubleshooted.