



Marc Prieur

Senior IT Specialist | IT Service & Systems Management

Les Croix Blanches 11, 1164 Buchillon (VD) | +41 76 419 36 65 | marc@prieur.ch
Swiss nationality

PROFESSIONAL PROFILE

Senior IT professional with over 25 years of experience in Switzerland, primarily in the banking sector and large international corporations.

Expert in IT service management (ITIL V3), coordination of teams and outsourced vendors, complex end-user support, and infrastructure project management. Experienced in demanding multilingual and multicultural environments.

Trilingual in French, German and English. Recognised for a strong service orientation, rigour and the ability to communicate effectively at all levels — from end users to senior management.

KEY SKILLS

Management & ITSM

- ITIL V3 Foundation (certified)
- IPMA-D (certified)
- Incident & Problem Management
- Vendor & supplier coordination
- ServiceNow, Jira, Remedy

Systems & Infrastructure

- Microsoft 365, Azure AD / Entra ID
- Windows 10/11, PowerShell
- Azure AD, Intune
- Exchange, SharePoint

Tools & Environments

- Salesforce, EasyTemp CRM
- iOS, macOS, Android
- LogMeIn, TeamViewer, RDP
- Eikon (Thomson Reuters)
- Office 365, OneDrive

Languages

French Native language

German Fluent – spoken & written

English Professional working proficiency

Education & Certifications

- **ITIL V3 Foundation** – certified
- **IPMA-D** – project management certification
- **CNE 6.x** – Certified Novell Engineer
- **Temenos T24** – advanced technical training
- **Architect EIG** – School of Engineering Geneva

PROFESSIONAL EXPERIENCE

The Adecco Group

October 2019 – present

IT Specialist & Senior Support Lead

IT support management for Switzerland – coordination of outsourced vendors (TCS, HCL) – application specialist

- Analysis and resolution of complex application incidents (FR/DE/EN) via ServiceNow
- Administration of Microsoft 365, Azure AD / Entra ID, Intune – user and access management
- Knowledge transfer to Tata Consulting Services: structuring procedures and validating team upskilling
- SLA monitoring and quality control of outsourced teams – measurable improvement in user satisfaction
- Coordination between business, IT and vendors for the digitalisation of Swiss HR processes

Env.: ServiceNow, Microsoft 365, Azure AD / Entra ID, Intune, SQL, EasyTemp, Salesforce CRM, Windows 10/11, iOS, macOS

Immo Plus SA

January 2018 – September 2019

IT Manager – Infrastructure & Migration

- Migration Windows 7 → Windows 10 Enterprise and SBS server migration to Microsoft 365
- Setup and administration of Azure Active Directory structure – hosted Exchange migration to Azure

Env.: Windows 10, Azure AD, Microsoft 365, Exchange, DXO, Premiere Pro

InnoPark Suisse SA

January 2017 – August 2017

IT Support – Administration & Deployment | IPMA-D Certification

- Management of 20-workstation IT environment across 3 sites and 150 rotating users
- PC image deployment with IGEL – LAMP hosting provider migration

Env.: Windows 10, IGEL Technology, AD, Office 365, LAMP

Thomson Reuters

Nov. 2015 – Jul. 2016 | Jun. 2013 – Oct. 2014

Product Support Representative – International Technical Support

- Application support for Thomson Reuters financial solutions (Eikon, FX Trading) – FR/DE client base
- Incident analysis and structured escalation to international development teams (PL, IN, PH)

Env.: Windows, Salesforce, Jira, Bomgar, Webex, Wireshark, Eikon

BCGE – Cantonal Bank of Geneva

November 2014 – August 2015

IT Infrastructure Project Manager

- Network infrastructure migration for the Lausanne branch – Outlook archive migration to Exchange
- Market study for VOIP telephony implementation in the trading room

Env.: Windows AD, PowerShell, SQL, Citrix, Exchange, IP telephony, Jira

Deutsche Bank Switzerland

May 2012 – September 2012

IT Architecture Project Coordinator

- Technology roadmap, Windows 7 migration, iPad deployment (MDM Mobile Iron), T24 security

Env.: Windows, T24, SQL Oracle, iOS, Mobile Iron MDM, Jira

Deutsche Bank Switzerland

January 2010 – May 2011

Incident & Problem Manager (ITIL)

- Team lead for major incident coordination (severity 2+) – status communication to management & users
- Implementation of unified incident & problem dashboard – significant backlog reduction

Env.: Remedy, Jira, Excel, PowerPoint

Deutsche Bank Switzerland

January 2005 – December 2009

Banking Applications & Data Streams Manager

- Management of banking application portfolio: financial flows, clearing, market data
- Management of 160 Lotus Notes applications – updates, testing, access rights, India vendor coordination

Env.: Windows, SQL, GAIN, VDFS SIX Telekurs, Lotus Notes, Masterfile, WebMAX SISClear

Deutsche Bank Switzerland / TAG Aviation / Genevoise Assurances

1997 – 2004

Network & Systems Engineer | IT Security Administrator

- Setup and management of Novell and Windows network infrastructures (200 users) across 5 sites
- Major migrations (Netware → eDirectory, Groupwise, ZenWorks) – banking application deployment

Env.: Novell Netware, Windows NT/2000, eDirectory (NDS), ZenWorks, Groupwise