Incident, Problem and IT Services Management

Marc Prieur

IT Professional, thrilled to provide outstanding service.
As an Incident and Problem Manager I am familiarized
with high level of communication.
Fluent in English, French and German.

Technical

- Microsoft 365, Office 365
- Windows 7 / 10
- AD, Azure AD, Powershell, SCCM
- Android, iOS
- SharePoint, Onedrive
- Skype, Teams, VOIP
- Outlook and mail systems
- SNOW, Salesforce, Jira, Remedy
- Teamviewer, Bomgar, RDP
- PBX Mitel, Omnivista, IPBX
- Excel data management
- Eikon, FxTrader
- VDFS : SIX Telekurs Data
- GAIN : AIM Software
- WebMAX SECOM messaging

What Drives me

- Supporting internal and external clients
- Managing incidents and problems ITIL V3
- Managing application portfolio
- Change and Release management
- Project Management
- Service Delivery management

Trainings

- IPMA-D project management certified
- ITIL V3 foundation certified
- Temenos T24 Advanced technical Training on the Banking system.
- Lotus Notes administrator.
- Groupwise Messaging 6.x
- CNE 6.x Certification (Certified Novell Engineer)
- Architect EIG at Geneva Engineering School

Languages

- **French** Mother Tongue
  Spoken : ● ● ● ● ● ●
  Writen : ● ● ● ● ● ●

- **English**
  Spoken : ● ● ● ● ● ●
  Written : ● ● ● ● ● ●

- **German**
  Spoken : ● ● ● ● ● ●
  Written : ● ● ● ● - -

Jobs

- **The Adecco Group**
  IT Specialist
- **Immo Plus SA**
  IT Manager & Real estate prospector
- **InnoPark Suisse**
  IT Support and certification in Project management IPMA
- **Thomson Reuters**
  Product Support Representative
- **BCGE**
  IT Infrastructure Project Manager

- **Thomson Reuters**
  Product Support Representative
- **Deutsche Bank Suisse**
  Architecture project coordinator
- **Deutsche Bank Suisse**
  Financial data stream applications Manager
- **TAG Aviation**
  Systems & IT Security Administrator
- **Deutsche Bank Suisse**
  Network and Systems Engineer
- **Genevoise Assurances**
  Network and Systems Engineer

Les Croix Blanches 11 – 1164 Buchillon – Vaud – Suisse

+41 76 419 3665   marc@prieur.ch

Swiss citizenship

Born in Geneva, 27 November 1965

The Adecco Group

IT Specialist

Role: Support the Service Desk and the Branch Office team
• Support and Manage all IT issues in French, German and English
• Provide one-on-one end user support by phone, mail, Teams or Service Now tickets
• Solve issues related to candidates and external clients
• IAM for all users in hybrid AD and all Adecco applications
• Set up and assist in the configuration of end users, laptops, mobile phones, software and peripherals
• Deploying Laptops with standard images and special installations
• Deploying applications with SCCM
• Liaising with IT teams in Adecco global organization (India, France and Northern Europe)
• Working with HCL for the outsourced Data Centers and global IT incidents and service requests
• Handover of all 1st level support tasks to TCS

Main achievements:
• Replacement of Nuance Power PDF
• Reviewing all documentations, processes and procedures of the support team
• Special review of the IT onboarding process and documentations
• Enhance user's satisfaction by swiftly solve their issues or keep up with regular updates

Technical environment's: Microsoft 365, Windows 10, Office 365, Azure hybrid AD, OneDrive, SharePoint, Teams, SCCM, EasyTemp CRM

Immo Plus SA

IT Manager & Real Estate Prospector

Role: Prospecting real estate prospector, managing IT and multimedia content.
• Managing IT infrastructure.
• Prospecting real estate in French speaking Switzerland.
• Real estate Photographer and Videographer
• Creation of Virtual tours of new properties

Main achievements:
• Migration of all PC's from Win 7 to Windows 10 Enterprise
• Migrating Windows SBS to Microsoft 365
• Training users to work with Office 365 OneDrive and SharePoint
• Migrating Exchange hosted on our provider to Exchange on MS 365
• Managing all PC's and phones with Microsoft 365 and Azure Active Directory
• Project to migration local PBX to cloud telephony system
• Managing Android and iOS phones and tablets with Microsoft Intune
• Training users to work with their tablets on Office 365, OneDrive and SharePoint
• Improvement the property prospecting process
• Introducing new HDR Photo technic to create stunning property images

Technical environment's: Windows 10, SBS Server 2011, Microsoft 365, Office 365, Azure Active Directory, OneDrive, SharePoint, PBX Mitel, DXO Photolab, Première Pro and Nodalview 360

InnoPark Suisse SA

IT Support, Project Management Certification

InnoPark is a training center for Executive managers, specialized in Projects Mgmt.

Role: Managing an IT infrastructure of 20 employee on 3 sites and 150 rolling users.
• Managing 80 "Windows 10" clients, 2 servers Windows 2012 R2.
• Managing users accounts and application deployments
• Managing and supporting users on software and hardware

Main Achievements:
• Distribution of new Windows desktop Images with IGEL Technology
• Changing hosting provider for LAMP servers for InnoPark customers.

Technical environment's: Windows 10 - 2012 R2, IGEL Technology, AD, Office 365, LAMP

Thomson Reuters

November 2015 – July 2016
June 2013 – October 2014

Product Support Representative

Role: Technical support on Thomson Reuters products.
• Technical support on Thomson Reuters Reuters Market data and FXtrading applications products for German and French speaking areas.
• Deliver expert technical support to Thomson Reuters clients whilst enhancing customer satisfaction.
• Incident analysis, prioritization, solution development and problem solving or escalation to specialized support or development teams
• Ownership and maintenance of issues and desk procedures, taking opportunity to improve methods of working wherever possible.

Main Achievements:
• Increased customer satisfaction for advice and support.
• Decreased problem-solving time

Technical environment's: Windows, Salesforce, Jira, Bomgar, Webex, Wireshark, Eikon.

BCGE   November 2014 – August 2015

Project Manager for Infrastructure

Role: Managing infrastructure projects and supporting customers on financial applications problems.
- Assessment to migrate the legacy IP telephony systems for the trading floor with automated conversations recording servers.
- Supporting users for various financial applications.
- Managing IT migration projects for messaging systems

Main Achievements:
- Migration of the network infrastructure of the Lausanne branch.
- Migrating Outlook archive files to Exchanges servers.
- Market study of a trading room IP telephony system with conversations recording servers.

Technical environment's: Clients servers Windows, Active Directory, Power shell scripting, SQL, Citrix, Exchange/Outlook Archives, IP Telephony, Jira, RDP.

Deutsche Bank Suisse   May 2012 - September 2012

Project Manager for Infrastructure

Role: Managing several architecture projects
- Technology roadmap: aligning local IT landscape with Global TR.
- Windows 7: following the Global W7 project and leading local work groups.
- iPads: Leading the local iPads projects to follow global Bank security rules.
- Security: I was also working for the TISO in querying high level accesses to the T24 banking platform.

Main Achievements :
- Setup Mobile Device Management for iPads and hand over to the Relationship Managers.
- Enforcing security on Technical accounts on the T24 banking system.

Technical environment's: Windows, T24, SQL Oracle, IOS, Mobile Iron MDM, Mobile content management, Jira, Powerpoint.

Deutsche Bank Suisse   January 2010 - May 2011

Incident & Problem Manager for IT banking

Role: Team lead on Incident & Problem management and Quality insurance.

- ***Managing Incidents & Problems:***
  Tracking severity 2 incidents or above – these being incidents that impact the bank's business.
  Production of documentation to enhance coordination through the banks escalation chain.
  This coordination allowed me to manage critical situations and ensure the coordination and follow up for a stable IT environment.
  Managing communications of on Incident & Problem with users and management.
- ***Quality & service level insurance:***
  track, supervise & report service requests documented in the IT ticketing systems, aiming to close on time/on quality all the banking application incidents. This is a function that allowed me to coordinate the various bank's businesses onto the related IT specialists within our organization. At present, I am handling 50+ tickets a day without any backlog.
- ***Coordinating teams:***
  Coordinating teams of Applications support, infrastructure management and external providers to resolve issues and reporting root cause analysis.

Main Achievements:
- Eliminating the tickets backlog.
- Improving communication flow with all the stake holders and users.
- Created a unified dashboard for Incidents & Problems according to SLA.

Technical environment's: Remedy, Jira, Excel data management, Powerpoint.

Deutsche Bank Suisse   January 2005 - December 2009

Financial data stream applications Manager

Role: Managing a portfolio of financial applications
- Financial applications and implementation management on Windows server 2003 platform
- GAIN middleware tool between SIX Telekurs VDFS information's and DBtrader to populate Stock exchange information, manage SQL scripts to gather extended information's about securities
- Migration support on SIX Telekurs VDF information's from GAIN to T24, data quality checking between on T24 and GAIN legacy system
- Implementation management for the internal Core Banking solution on AIX platform. Three-month interim during team change
- Lotus Notes groupware and banking applications management and support
- Managing and supporting around 200 databases throughout the whole lifecycle. Some of these databases were synchronized through a DMZ server to Germany and the US

Main Achievements :
- Reduction of night issues by analysing and adapting scripts of the GAIN application to mitigate VDF SIX Telekurs data delays
- Inventorying the usage of Lotus Notes databases to reduce the number from 200 to 60 and managing the EOL of the rarely used databases
- Reducing the Bank's Back Office applications issues

Technical environment's: Windows, SQL, GAIN, VDFS SIX Telekurs, Masterfile, WebMAX SISClear, Euroclear Euclid PC, Lotus Notes Applications

TAG Aviation January 2003 - March 2004

Systems & IT Security Administrator

Role : IT manager Deputy
- LAN/WAN Administration. IT security and firewall responsible
- Managing Windows 2000 (client and server), Novell server, NDS and GroupWise
- Second level support and take part on duty time
- Write policies and procedures for security and user administration
- Zenworks administration with policies, application management, remote control, inventory and desktop imaging

Main Achievements:
- New Antivirus organization for all systems (clients, servers, mail service)
- Groupwise successful migration from 5.5 to 6.5
- Zenworks successful migration de from 3.2 to 4
- Netware successful migration from 5.1 to 6

Technical environment's: Windows 2000, Novell Netware 5.1, eDirectory (NDS), Zenworks, Groupwise, iFolder

Deutsche Bank Suisse March 1999 – December 2002
(DBPB Services S.A.)

Network and Systems Engineer

Fonction: Setup and management of a new IT infrastructure
- Setting up new Netware5 network, with multiple servers separated by firewalls
- Creation and administration of the NDS (e-directory)
- Migration of 200 back-office users in the new environment
- Setting up of the station management with Novell ZenWorks (packaging, remote control, policies, NDPS Printing)
- Setting up of security rules and follow-up of audit, creations of different roles with limited administration (for: user admin, help desk support and audit)
- Application management in a firewall protected environment
- Setting up banking applications (Euroclear Fundsettle, Sega Max, DB Custody….)

Since September 2001:
- Managing the merge of both IT of DBPB Services and Deutsche Bank Suisse
- Managing de 25 Netware servers and 10 NT Servers on 5 sites
- Merge of the Novell Directory, migration eDirectory to version 8.6 and Setup of a Netware 6 cluster with six nodes on 2 sites with data

Main Achievements:
- Setup of a new IT infrastructure for the BackOffice and the IT dev team.
- Migration of 200 users over 3 weekends without issues.
- Proper Merge of 2 Novell Directory Services.

Technical environment's: Novell Netware 4.1, NDS e-directory, Windows NT, Windows 2000 servers for Lotus Notes, Euroclear Fundsettle, Sega Max, DB Custody.

Genevoise Assurances

System engineer

Role : Managing IT infrastructure.
- Migration of the network from Netware 4 to Windows NT 4.
- Setup and configuration of NT Servers, customers and applications.
- Support user in French and German.
- Setup of lease lines, IP routers configuration. Remote distribution, metering and support with (Netwizard).

Main Achievements:
- Infrastructure Migration from Netware 4 to Windows NT 4. For the main site and 15 agencies.
- Creating an image for the company desktops

Technical environment's: Windows NT, Novell Netware 4, Network IP configuration, leased lines.