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Paris (75000)

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Technical Pre-Sales, Confirmé

EXPERIENCES PROFESSIONNELLES

janv. 2017 /

Technical Pre-Sales

Acer France, Asnières-sur-Seine, Ile-de-France, France

- * Provide technical support throughout the Sales and Marketing departments
- * Provide technical information and supervision to partners and customers
- * Collects business and technical information from clients regarding requirements

* Research, compose, and deliver responses to RFPs.

Interacts with clients to clarify requirements and reviews RFP responses for technical accuracy

- * Attend and provide technical support to main Conferences and Trade shows

mars 2014 /

Junior Pre-sales Consultant

Acer France, Asnières-sur-Seine, Ile-de-France, France

- * Provide technical support throughout the Sales and Marketing departments
- * Provide technical information and supervision to partners and customers
- * Collects business and technical information from clients regarding requirements

* Research, compose, and deliver responses to RFPs.

Interacts with clients to clarify requirements and reviews RFP responses for technical accuracy

- * Attend and provide technical support to main Conferences and Trade shows

janv. 2012 /

System Administrator

Acer France, Asnières-sur-Seine, Ile-de-France, France

- * Identify, troubleshoot, and resolve technical problems relating to systems and applications.

* Acting as main point of contact and first line of support for the staff for any queries, incidents and problems in relation to the IT infrastructure and possible escalation to HQ IT department

- * Tracking, coordinating and following-up incident and problem resolution with HQ IT service

(third line of support) in accordance with the agreed service levels.

- * Perform maintenance / upgrades to applications and systems.

* Deployment of new technologies while adhering to best practice.

- * Performance tuning of servers and services.

* Assist in internal processes and procedures.

janv. 2009 /

IT Support Technician

SCC

- * Responsible for solving issues, driving enhancements, and improving support for all IT related functions on a day to day basis: operational support, application support, and service delivery

* Providing service, maintenance, repairs and upgrades for all computers and peripherals as well as routine moves, adds and changes

- * Project managing field specific components related to operational goals and application support

* Contact and collaborate with software and hardware vendors to solve technical issues as needed

- * Delivers engaging, informative, well-organized presentations

* Writing and presenting internal processes and procedures

- * Writing Knowledge Base articles

* Providing on-call support in an on-call rotation

oct. 2007 /

IT Maintenance Technician

Centre Informatique De Nogent

* *Identify, troubleshoot, and resolve technical problems relating to systems and applications*

* *Hardware and Software installation*

* *Personal computer assembly*

* *Domestic Internet installation*

* *Domestic Interventions*

* *Training for the Elderly*

DIPLOMES ET FORMATIONS

/ juin 2016	Windows Server 2012 R2, Installation, Configuration & Administration Global Knowledge
/ juin 2013	Microsoft Exchange 2010 : Installation, Configuration & Administration Institut Logware Paris
/ juin 2013	Windows 2008 : Installation, Configuration, Déploiement & Administration Institut Logware Paris
sept. 2006 / juin 2007	Licence professionnelle API, Informatique - BAC+3 Université Paris-Sud
sept. 2004 / juin 2006	DEUST Assistant Micro, Réseaux et Logiciels, Informatique - BAC+2 Université Paris-Sud

COMPETENCES

peripherals

COMPETENCES LINGUISTIQUES

Anglais	Professionnel
Espagnol	Elémentaire
Italien	Elémentaire