Benjamin Blondeau

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PERSONAL STATEMENT

I am a highly conscientious and proactive IT support engineer with ten years of experience in IT support roles, including two years working for The Instillery/Origin. I have a Master of Business from the Sorbonne University in Paris, majoring in management.

In my current role as an Application Support Specialist for The Instillery/Origin, I have been providing level one and two application support to Kotahi Logistics for multiple products. In this newly instituted role, I have developed not only my technical knowledge, but also my experience in customer service, communication, documentation and training other team members. Prior to this role, I have gained broad IT experience as a Field IT Engineer for The Instillery/Origin and as a Senior System Support Engineer for ACIT Ltd.

I have a can-do attitude, am calm under pressure and enjoy problem solving.

WORK HISTORY

June 2018 to present

Application Support Specialist
The Instillery/Origin IT (Auckland, New Zealand)

Provide first and second-level application software support to Kotahi Logistics for multiple products (internally developed as well as Salesforce, Cargowise, messages handler providers such as Flow, Inttra and GTNexus). Analyse system errors and troubleshoot network, server and database errors. Document infrastructure, application, reproduceable processes and system bugs; report to development team.

- Tracked, logged and responded to support tickets in timely manners to meet service level agreement. Performed user account maintenance, managed incidents and provided resolution for end-users' technical challenges. Troubleshoot hardware/software issues.
- Liaised with suppliers' support team.
- Ensured that complex defects and problems were resolved through production releases and upgrades.
- Liaised with suppliers' support team for 3rd party applications.
- Ensured reported issues were resolved more quickly by documenting and tracking application issues, using Agile Methodology, as well as by participating in scrum meetings, which assisted with prioritization of issues.
- Wrote and executed SQL queries for reporting and research purposes. Corrected XML and JSON files to allow integration in SQL databases.
- Worked on Azure infrastructure (mix of virtual machines and microservices).
- Increased knowledge and allowed for quicker turnaround on incoming requests by providing process and procedure documentation for colleagues and business users for software applications being supported, which led to better understanding of application and functionality.
- Assisted in training new team members and assisted business users through multiple forms of communication.

June 2017 to June 2018

Field IT Engineer
The Instillery/Origin IT (Auckland, New Zealand)

On site IT Engineer, testing, installing, configuring and troubleshooting computer hardware, software and networks.

November 2014 to March 2017

Senior System Support Engineer
ACIT Ltd (Auckland, New Zealand)

Liaising with clients by phone and in person to troubleshoot and solve complex problems with their information technology applications, systems and networks. Supplying and installing IT equipment and setting up networks on site for clients. IT infrastructure maintenance to meet service level agreements.

January 2010 to August 2014	**IT Consultant** **Self-employed (Paris, France)** Computer setup, maintenance and repair (PC). IT management for small and micro businesses with implementation and optimisation of processes tailored to each company. Server administration (data with Windows Server 2012 R2, and internet with Linux).
June 2006 to present (contract-based work)	**IT Administrator** **Star Events (Paris, France)** Contractor for small business in France providing remote sole IT support and management for the company.

INFORMATION TECHNOLOGY SKILLS

Hardware (setup, repair, update);
Software (setup and update);
Microsoft Windows (XP, Vista, 7 to 10 and Server 2003 to 2016);
Microsoft Active Directory and Exchange (up to 2016);
Virtualization with Hyper-V, VMWare and KVM;
Container with LXC, Docker and Kubernetes;
Cloud infrastructure with Microsoft Azure and Office 365;
Office (Word, Excel, VBA, PowerPoint);
Databases (MS SQL and MySQL);
Languages: HTML, PHP, SQL, XML, JSON;
Linux (Ubuntu desktop and server, Debian);
Adobe (Dreamweaver - Photoshop, Illustrator, inDesign);
WordPress; TSP, Raspberry-Pi.

QUALIFICATIONS

2004 - 2009	**Université Paris 1 (Panthéon - Sorbonne)** License en Economie et Gestion, mention Sciences de Gestion (Bachelor of Economics and Management, majoring in Management Sciences) Maîtrise de Sciences de Gestion (Masters in Management Sciences)
2002 - 2004	**Ecole pour l'Informatique et les Technologies Avancées (EPITA)** First year InfoSup (first year of Information Technology Engineering degree)
2002	**High School Notre Dame de Boulogne** Baccalauréat Scientifique

LANGUAGE SKILLS

French:	Native speaker
English:	Fluent (IELTS 8)
Spanish:	Baccalaureate level (equivalent NCEA level 3)

INTERESTS

Outside of work, I am kept busy with family life with my partner and our one-year old daughter.
I am interested in new technologies and enjoy reading IT books, working on my home server (lab) and gaming. I also enjoy doing D.I.Y. around our house and garden, and photography.

REFEREES

Wayne Bloem, Kotahi Logistics, Head of operational excellence, wayne.bloem@kotahi.co.nz, 0212458083
Joseph Fernandes, Hugh Green Group, financial manager, joseph@hgg.co.nz, 02102907475 - 096223800
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