

This CV is anonymous for security purposes - In order to obtain access to this candidate, you must be an identified business

IT Support / Test Analyst

IT technical support and Software tester with 2 years testing experience. ISTQB qualified; meticulous and thorough functional, integration and content testing abilities. Skills covering all aspects of system development and the testing lifecycle, from specification through the production launch. End user support including analysis, troubleshooting, problem solving and research. Highly organised, versatile and results-oriented team player with an energetic and good approach to testing. Ability to acquire new skills within short time scales, able to rapidly change work practices, build and maintain excellent working relationships with colleagues

Work experience

March 2008
September 2009

Test Analyst

Mission: Test Analyst in the Testing department, reporting directly to the IT Quality Manager.

- coordination of enhancements / migration of the core banking applications projects.

- Testing application administration :

creation of projects test cases according to the business requirements.

execution of: test cases using testdirector test sets,

business test cases using back office excel sheets, performance test with loadrunner.

- Follow-up user acceptance test cycles, error tracking, escalation and reporting.

- Project planning : preparation of the schedule context start of day, end of day end of month, preparation of the test cycle topics for the user acceptance test.

- Project documentation, status report on a daily basis.

- Full participation in a huge project: creation of a Bank branch (1 year)

April 2006
January 2008

IT Technical Engineer

Mission: IT technical engineer; with responsibilities for hardware maintenance, diagnosis, assemble, repair pc, laptop, laser printers. Helpdesk level 1 and 2 for customers. Participated in realization of IT infrastructure cabling and set up of data room: network switches, server racks, backups. Installation of operating system (windows, Linux), divers and on demand additional software on assembled pcs.

March 2005
March 2006

Electronics - IT Technician

Darty, France

Mission: Worked for the after-sale service, diagnosing, replacing components on pc and laptop. Was also involved in internet and wireless network setup at the customer house. Repaired public consumer electronic products (TV, camera..) at the component level, in workshop or at customer home

March 2004
April 2005

System Technician

Infotechnique, Luxembourg

Mission: Assistance to the system engineer in the IT management:

- Maintenance of data processing park, system and applications setup, user support, issue analysis and instant resolution, escalation of bugs, follow-up, monitoring of windows and unix environments. Users helpdesk level 1 and 2.

April 2002
January 2004

Mac - PC Technical Engineer

PC.MAC, Montréal, Canada

Mission: Customer service for pc and mac computers, responsible of assembling computers according to customer specifications, installed operating systems, maintained and fixed computers and monitors at the component level. Customer helpdesk, instant issue resolution for After-Sale purposes.

May 1990
December 2001

Electronics - IT Technician

Conforama Nancy

Mission: Worked ten years for this company, both in France(Nancy) and Luxembourg, as Electronics technician and IT technician. In the after-sale service, I repaired electronic material at the component level, installed operating system and configured pcs and laptops.

Diplomas and education

June 2007
February 2008

FDM Academy

Certification: ISEB / ISTQB

Area of specialisation: Unix shell scripting, oracle / sql, pl / sql programming, software testing

January 2002
June 2002

University of Manitoba, Winnipeg, Canada

Certification: CompTIA A+

Area of specialisation: IT - Hardware & software maintenance,

October 1998
July 1999

Cuces University (continuing education), Nancy, France

Training courses, subject: IT operations and network administration. No diploma.

Area of specialisation: Information technology

October 1983
September 1986

University of Zaïre, Kinshasa

Graduate of industrial electronics

Area of specialisation: Electronics engineering, applied technologies

Computing skills

Software

Windows: Sever 2k3, XP, Vista, 7
Unix: Ubuntu 9.04, Ubuntu Server 9.10
MS Office, Photoshop, Dreamweaver
Testdirector / Quality Center
Winrunner, Loadrunner, QuickTest professional
Oracle 9i, 10g, Junit, Jdeveloper 10g
Dollar universe, Winautomation
Banking applications: Ibsy, Apollo, Bankdms.

Languages

Oracle sql, pl/sql
Unix shell scripting
Visual studio 2005
Homesite 5 (Macromedia)
Vbscript

Language skills

French

Speaking competence: Fluent, **Written competence:** Fluent

German

Speaking competence: Basic level, **Written competence:** Basic level

English

Speaking competence: Fluent, **Written competence:** Fluent