Geneviève « Jenny » BOURDIOL

In Paris, France
See my cv on jenny.bourdiol.org

Computer technician
48 years old
French, fluent in English

Skills

- Teacher for 10 years (statistics, Windows and Office...), writing documentation.
- Technician: user support, ITIL, EDI, supervision. Functional and non-regression tests, bug report.

- MS Office and OpenOffice, Notes and Outlook, thunderbird, Adobe Première, Drupal (apache, PHP/MySQLM)…
- Linux, AD, network, Domino, citrix, AS400…

Experience

2014 - 15   **User support** (temp contract with *PROvidence)* for *Everest Technologies*.
Windows 8.1, seven, Exchange 2010, AD, Office 2010 and 2013.

2011 - 13   Bilingual network support in 24x24 and 7/7j with *TVM* for *Geodis* then *IBM*:
- Geodis infrastructure supervision (wan, AD, main services) and production tasks (EDI search and replay, maintenance plan checks on $U...)
- support (citrix session support, AD, Domino/Notes account creation...)
- communication with many IT experts: Wan providers, services providers (Atos, IBM...), Geodis local admins and devs, many end-user helpdesks, client's and Geodis ITs.

2010 - 11   **Bilingual network support** in 24x24 and 7/7j, with Manpower for *Sanofi*:
similar to Geodis (but with Exchange instead of Notes).

2008 - 09   « Technicien Assistance Informatique » **Teacher and coordinator** for *Nextformation*.
Teacher (OSI, helpdesk...), teachers coordination, writing. Providing a diploma, recognized by the state (bachelor equivalence), 900h duration: Windows and Linux initiation (clients and services), Hotline and ITIL initiation... ending with an intern-ship.

2006 - 07   **Project Management Assistance**, *CGP Services*, Paris.
AgrégaSoft® was a solution for French independent financial advisers.
Functional and non-regression tests (Jboss-Tomcat-Java-Oracle), bugs ticket management (2 dev teams, in Paris and Canada), specifications writing, support.

2004 - 05   **Bilingual Helpdesk** for ATOS's clients (Sanofi-Aventis, Axalto, Pechiney-Alcan...).
Network Technician (Bind 9 and Arkoon fw upgrades), for *Langues Orientales*, Paris.

2001 - 03   **Technician**, "*Fidelis - SMI – Publitechnic"* group, in Palaiseau (south of Paris).
DSI's assistant: user support, servers management, brewing, user accounts and perm (NT4, Exchange), BDC install (raid 5 with appletalk). Fidelis is a web agency, therefore: sites configuration (Apache/mysql/php), working for the studio (image modifications, HTML integration)… 60 PC, 10 MacIntosh, 10 servers (NT4 and 2000), PABX 4400.

1997 - 2000   **Office Trainer** (Office, Windows and internet) *Le Permis Informatique*, Paris.
Trainer for big accounts (BNP, L'Oréal…) and missions (for ANEP-Réunica: user environment tests, user documentation writing, teaching and later hotline).

1996 - 97   Office Trainer (windows, office), for *ICOX* and *MG Conseil*, Paris.
Documentation and exercises writing, trainer (windows, access, excel...). Both companies provided services and support to law firms.

1994 - 95   Teacher and monitoring officer (social wok, with beneficiaries of social minima) *Group for Research and Innovation in Education Sciences*, in Orléans.

1989 - 94   Teacher and PC maintenance, *Paris Ouest / Nanterre La Défense University*.

Education

1991   eq. Master MASH (applied maths: stats, computer, probability), *EHESS*.

1989   eq. Honours Bachelor Degree (maths, algorithmic, stats, econometrics, accounting…), *Paris Ouest / Nanterre La Défense University*.

Other

Yoga, swimming, video making.
Co ownership President of my building - (my web site is used by some co owners).
Drupal webmistress: www.transforme.fr - my current web site www.bourdiol.org anne.bourdiol.org