

Matthieu Pesesse

Support Engineer with over 10 years in customer relations and support

Matthieu Pesesse

19-08-1976, born in Uccle
A and B Driving Licence

Office

Alixii Luxembourg Sarl
6, Rue des Champs
8362 Grass - Luxembourg
VAT : LU 2483 5343

Mobile : +32(0)477805010
E-Mail : info@alixii.lu

Certifications and Skills

Confidentiality and deontology (PSF)	by Econocom	2011
Lotus Notes Administration	by Pixelixir	2010
Self-Leadership	by Mnimesis	2007
B2B Farming Skills	by Herssens Mentorship	2007
Presentation Skills	by Ogilvy International	2006
Blackberry for Enterprise 4.0	at Research in Motion	2005
Complaint Handling	by Minds In Motion	2001
Professional Call Handling	by Minds In Motion	2000

Education

Monteur/hersteller in toegepaste electronica at Viso Antwerpen 1995

Languages

French	Mother tongue
Dutch	Excellent
English	Good

Experiences

Freelance IT Support, GAMconsult

04/2013 - today

@International Financial group - Luxembourg

- Facilities and networking in an international environment

User account management

- Account management on 4 different domains controllers
- Anti Money Laundering Safewatch Profiling/Filtering + Risk Scoring
- AS400

VIP Blackberry for Enterprise support

- Order and configuration Blackberry devices
- Account management / creation / synchronization
- BES v 5.0.3 + BES 10 Administrator

Security

- Clearswift
- Cisco Ironport
- RSA Secure ID for Microsoft Windows (assign and deploy tokens)

Ticketing tool

- BMC Remedy
- Lotus Notes
- Sharepoint Customer Service

System support

- IBM Tivoli Storage Manager
- SCCM 2012
- VMWare

Page 2

Matthieu Pesesse

19-08-1976, born in Uccle
A and B Driving Licence

Office

Alixii Luxembourg Sarl
6, Rue des Champs
8362 Grass - Luxembourg
VAT : LU 2483 5343

Mobile : +32(0)477805010

E-Mail : info@alixii.lu

- Windows Server 2008

Financial Application Support

- Bloomberg
- Thomson Reuters Eikon
- 360T

Freelance IT Support, Intrasoft International

01/2012 - 02/2013

@European Commission - Luxembourg

- IT Helpdesk/On site support
 - Migration from Windows XP to Windows 7
 - Active Directory administration
 - Printers/Desktops/Laptops/Mobiles
 - Videoconference management

Freelance IT Support, Econocom

07/2011 - 01/2012

@Private Bank - Luxembourg

IT Helpdesk 1st line support

- Blackberry for Enterprise 5.0 :
 - End-user administrations
 - Upgrade BES patches and updates
- vSphere : Citrix XenApps and Citrix virtual machines
- Supported OS : Windows XP
- Software : Bloomberg, Sofie, AS400, MS Office 2007
- RSA secureID
- SysAid ticketing tool
- Writing procedures and FAQ's
- Daily tasks :
 - Check backup status and swap tapes
 - Encryption of account statements

Director, Alixii Luxembourg Sarl

07/2011 - today

Creation of a second company in Luxembourg to provide IT Support services in Luxembourg.

Freelance IT Support, Econocom

04/2010 - 06/2011

@Ergo Insurance nv

- IT Service Desk
 - 1st line support
 - E-Mail handling
 - Professional Call handling
 - In house application support
 - Windows and Mac OS X Support
 - Lotus Notes 8.5.2 support
 - 2nd line support
 - Configuration Workstations and Laptops
 - Installation and roll-out Windows7 workstation and periphics
 - Patching LAN and ADSL acces in switchrooms
- VIP Blackberry support for top-and regio managers

Page 3

Matthieu Pesesse

19-08-1976, born in Uccle
A and B Driving Licence

Office

Alixii Luxembourg Sarl
6, Rue des Champs
8362 Grass - Luxembourg
VAT : LU 2483 5343

Mobile : +32(0)477805010
E-Mail : info@alixii.lu

- Blackberry roll out
 - Blackberry BES 5.0 Administration
 - Activation, synchronization and testing devices before delivery
 - Mini training on how to start using Blackberry handheld
- Ticketing
 - e-Support
- Active Directory administration
- Creation of manuals and FAQ documents

Freelance IT Support, Configure Consulting

02/2008 - 12/2009

@Cofely Services (GDF Suez)

- 1st line support / call handling (1 year)
 - call handling
 - mail handling
 - solve +- 75% of common IT issues
 - Windows XP
 - Microsoft Office 2003 / 2008 including Outlook
 - Internet Explorer 7.0 / 8.0
 - business applications
- 2nd line on site support (10 months)
 - provide support to the 1st line IT
 - deployment of SAP
 - swap from McAfee anti-virus to Symantec Endpoint Protection
 - tag existing computers and add them into the database
 - computer reconfigurations and software installations using Acronis and Sysprep
- Ticketing
 - Peregrine and Call Manager
- Administration
 - daily data security checks (backup servers, outages, virus notifications,..)
- Hardware support
 - Hard disk replacement and reconfigurations
 - Swap keyboards
 - Installations of TFT screens
- Active Directory administration
- Network basics (TCP/IP, LAN, DNS,..)

Director, Alixii Limited Company

11/2008 - today

Creation of my Limited company to provide Consultancy services in Telecom and IT

- Telecom and IT support
- Sales Trainings
- Graphic and webdesign
- Podcasting

Owner, Le Podcast High Tech

09/2008 - 05/2012

Creation of a web-based media talking about emerging technologies. Le Podcast High Tech has been elected as best podcast in the category Business by the European Podcast Award in 2009.

- Update website and graphics
- Organize monthly meetings at Le Plaza Hotel Bruxelles
- Manage a team of speakers

Matthieu Pesesse

19-08-1976, born in Uccle
A and B Driving Licence

Office

Alixii Luxembourg Sarl
6, Rue des Champs
8362 Grass - Luxembourg
VAT : LU 2483 5343

Mobile : +32(0)477805010

E-Mail : info@alixii.lu

- Manage partnerships
- Production and post-production
- Promote the audio content on major platforms (iTunes, high tech websites, social networks)

Account Executive, Proximus**02/2007 - 08/2007**

Account management

- Managing a portfolio of +-1500 SME customers (Brussels)
- Contact B2B2 customers for contract renewals.
- Promote and sell mobile data products and services.
- Update the customer database.
- Account farming. No hard-selling.
- Sales campaigns

Junior Sales Trainer, Proximus**09/2005 - 06/2006**

Coaching of the Proximus sales forces and new hires.

- **Proximus A - Z training**
- Prepare and update sales training courses.
- Train new hires and sales promoters on residential and B2B products and services.
- Competition training : comparisons with other players on the market, commercial argumentation.
- Methodology: exercises, mini-quiz, role-plays.

- **Data Essential training**
- Train the B2B point of sales on data solutions.
- Practical exercises on notebooks, smartphones and handhelds.
- Presentation of different mobile solutions, translate complex technical solutions into sales vocabulary.

B2B Emerging Business Assistant, Proximus**07/2006 - 02/2007**

1st line B2B data support for corporate and SME clients.

2nd line Technical Support for Customer Service.

2nd line VIP Support for Proximus and Belgacom

Tasks

- VIP Support on site and assistance by phone (on call)
- Troubleshooting and follow-up
- Logbook updates (network outages)
- Emerging Business Knowledge database
- Installation of an Open-Source Content Management System and EB Forum using PHP and MySQL database

Supported products and services

- CSD/GPRS/EDGE/UMTS/HSDPA network
- Blackberry Enterprise Server 4.0
- Push E-Mail Solutions
 - Blackberry
 - Direct E-mail
- Mobile Intranet / Mobile Internet
- Vodafone Mobile Connect Card
- SMS-C
- Proximus Network (BTS, BSC, MSC, VLR, HLR,..)

Matthieu Pesesse

19-08-1976, born in Uccle
A and B Driving Licence

Office

Alixii Luxembourg Sarl
6, Rue des Champs
8362 Grass - Luxembourg
VAT : LU 2483 5343

Mobile : +32(0)477805010

E-Mail : info@alixii.lu

Data Support Assistant, Proximus**07/2000 - 08/2005**

2nd line data support

- Creation of Data Support
- Technical support
 - MMS
 - WAP overs GPRS
 - Logo's and ringtones
- Vodafone products and services
- Creation of the monthly Infonet newsletter
- Create user manuals for multiple handsets and PDA's

Customer Service Assistant, Proximus**11/1999 - 07/2000**

1st Line Customer Service

Provide answers on general Proximus products and services (billing, pricing plans, sales campaigns, handsets,..)

- Professional call and e-mail handling
- Provide support to other departments
 - Collections
 - Activations
 - Complaints treatment

Freelance Veejay and DeeJay, Matthew's Production**01/1998 - 06/2000**

Programmation of light systems in Belgian clubs as Extreme, Illusion and Fuse. Official deejay for the Byte Records on tour and creation of a compilation CD for Who's who's follies parties at Illusion.

References

Michel Godart, Service Level Manager Roaming, Belgacom

Stijn Van Malder, Chief Servers and Support Officer, Cofely Services

Christophe Vandemoortele, Manager Emerging Business, Proximus

Software skills

Operating Systems : Windows XP/Vista/7, Mac OS 10.5/10.6

Ticketing : Maximo, Peregrine, Remedy, Call Manager, Sys Aid

Security : McAfee ePo 4.0

Microsoft Office tools : MS Office Suite 2003 / 2007, Active Directory

Webdesign : Photoshop CS3, Illustrator CS3, Dreamweaver CS3

Other : Switch commander, PNI, RAT Agent, Open VPN, Citrix XenApps

Benefits

Excellent presentation, fluent in languages, well organized, open-minded, serious at work, team worker, customer focussed, maintain high standard of professionalism, honest.