



MICHEL ZAZZERA

Curriculum Vitae in IT

32 years old

Contact

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EXPERIENCES

February 2021 to July 2021 **IT Service Owner @ ihub**



- IT Production
- Monitoring of the platform in QA and PROD environment
- Logs analysis with the developer team
- Openshift applications
- Docker containers
- Basic scripting
- Deployments of releases of the PODS
- Daily meetings - good team communication
- Job scheduling and configuration with Talend application
- File transfers through SFTP server

December 2019 to February 2021 **Support Network Engineer @ Halian**



- 2nd line IT agent
- SharePoint Support
- Setup of events and meeting rooms
- Ticket quality check
- Microsoft exchange
- Active Directory
- Azure Active directory
- Access rights management on the file server
- SCCM
- Software Installation
- Skype for business
- On site assistance
- Remote assistance
- MSTSC
- Ticket assignment
- Microsoft Intune
- Provide training for new IT-Members
- Test plan elaboration - Testing and validation

February 2017 to December 2019 **Customer support representative**



@ Computer Task Group

- Calldesk agent
- 1st line IT agent
- Incident Manager tasks
- Quality checks
- Multiple Customer handling
- Assistance for SharePoint access
- Assistance for VPN connection
- SCCM - Remote control of the PC
- Active Directory - User and groups handling and creation
- Microsoft exchange
- AS400 - monitoring and execution of daily process
- MSTSC
- Microsoft Office
- Different ticketing tools - SAP/ OMNITRACKER / SERVICE-NOW / SMART / JIRA

- Skype for business
- Teamviewer
- Provide training for new IT-Members

2012 to 2016 **Professional Dancer** @ Independant

- Social interaction
- Traveling
- Handling of a team for dance projects

EDUCATION

■ **AZ-204: Developing Solutions for Microsoft Azure** @ A CLOUD GURU
Since 2021

Online training ongoing

■ **Futureskills** @ HOUSE OF TRAINING
September 2021 to December 2021

The first part of this training is to improve generally the Softskills at a workplace and optimize the workprocess.

The second part of the training has as goal to improve the digital skills and the IT awareness.

■ **Technical College** @ LTE
2007 to 2012

12th year of IT secondary school

SKILLS

Languages

- English
- French
- German
- Italian
- Luxembourgish



Social Skills

- Teamwork
- Communication

INTERESTS

Travel

- Culture
- Monuments

Arts

- Dancing
- Singing