Denis Bredelet

Technical Support Engineer

3 Yeats Close

Hanwell W7 1NE - UK

tel. +44 208 566 1646

denisjob@bredelet.com

Skills

Troubleshoot, diagnose, analyse, document and solve technical issues.

Software planning, implementation, documentation, testing, deployment and maintenance.

Technical

> MacOS X, Windows, Linux, Solaris. LDAP directory, Kerberos. Samba, NFS, WebDAV. Apache, TomCat. NFS, ZeroConf. Java application server, Oracle.
>
> Java, C/C++, Objective C, SQL, XML, bash, Perl, Python, various scripting and programming languages.

Languages

> Native French. Fluent in English. Can read and hold a basic conversation in Italian and Portuguese. Basic German conversation.

Career

2001-2011

Apple UK

> Provide 3rd tier support in direct contact with the customer. Drive customer satisfaction. Integrate in a team dealing with enterprise level requests.
>
> Handle support request coming from all over the world. Realign customer expectations on first contact. Work on several cases in parallel while interacting with customers via e-mail and phone.
>
> Collaborate, delegate and escalate as needed. Tap into support databases and personal expertise to identify and address the issue. Investigate in detail symptoms and data until the case comes to a conclusion. Document the case for future reference and for reporting.
>
> Write documentation in the form of Knowledge Base articles. Work with the Engineering department through bug reports, updates and informal discussions. Identify and single out issues that require special attention.

2000

NTL France

> Develop an application to interface mobile Windows CE terminals with corporate Oracle database. It initializes the terminals with data from the database and integrates the questionnaires stored on the terminals through a LAN. (2.5 m)

2000

Xerox Research Centre Europe (Meylan)

> Final project for Ensimag cursus. Program of a Java automatic wrapper generator for Web pages, based on a prototype in Python. Work in team with another Ensimag student. Project continued its development as part of a commercial product. (6 m)

Studies

1998 to 2000

Ensimag France

Graduate Computer Science Engineer at Ensimag, an institution internationally known for its excellence. Programming theory and implementation, parallelism, logic, systems, business.

1998

Roma3 University (Italy)

Studies abroad with european programme Socrates. Computer science, Web semantics, 3D programming: OpenGL, FL (see http://www.plasm.net) (6 months)

1994 to 1998

Orsay University (France)

Maîtrise in Computer Science (grade A / 4th year degree): Algorithmic, language theory, logic, signals, IC design. DEUG degree in Physics: Quantum mechanics, relativity, optics, chemistry, mathematics, fluid mechanics. Field visit with theme: Design. Orsay University is the best ranked university for Science in France.

Hobbies

Sailing, hiking, literature, comics, music, design