Agile - ITILV3/V4 - Lean Six Sigma - Kanban

Autonomy / Resilience / Performance / Communication / Agility

Trilingual: french-englishspanish

IT Manager

 melsomjm@gmail.com □ 0767898962 **♀** Paris France



LANGUAGES

French *** Mative

Spanish ★★★☆ Level B2+ (Upper intermediate +)



🧱 English 🖈 ★ ★ 🖈 Level C2 (Business English Certification Test - TOEIC - Diplôme de compétences en langues



Guadeloupean and Reunion Island Creoles - Native

EDUCATION

From 2023 to 2024 Mini-MBA, IT Management European Institute of Leadership & Management

Skills: IT Governance · Human Resources · Project Management · Support Management · Innovation - IT Strategies

From 2023 to 2024 Mini-MBA, Business Strategies International Business Management Institute

Skills: International Business - HR - Strategy & Operations - Marketing & Communication - Essentialism Management - Finance - IT Strategies

From 2019 to 2021 Master 2 - IT Management University of Strasbourg IT Management & Strategies

From 2006 to 2007 European Bachelor's degree in Management ENACO Distance learning training - Management in English

From 2002 to 2003 HND (12th Grade) - Trilingual Assistant Normandy. FR

From 1999 to 2000 BTEC National Diploma Normandy. FR

CERTIFICATIONS



ITIL® 4 Managing **Professional Transition** Certificate - 12/21



Lean Six Sigma Yellow Belt -07/22



International Cyber Conflicts -03/22 (View certification)



Business English Certification Test - 03/22 474829-164-677-8228 (View certification)



Microsoft Azure Management Tools and Security Solutions -09/22

(View certification)



Introduction to Cybersecurity Tools & Cyber Attacks - 09/22 (View certification)



Managing the company of the future - 01/23 (View certification)



ISO 27001: Information security management systems - 10/23 (View certification)

PORTFOLIOS

Jean-Marie Nelsom



PROFESSIONAL REFERENCES

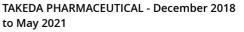
Senior IT Manager

EPSA - Since May 2021

epsa

- Define and execute the IT governance with the BOARD (Reports, Presentations, Risks, Challenges, Priorities).
- Manage all Group projects guaranteeing the delivery in compliance with deadlines and budget.
- Negotiate and manage contracts including services with suppliers.
- Develop the 'Digital Workspace' and user training (FR-ENG-SP).
- · Manage the outsourcer as a whole.
- Create the Group documentation load (GDPR, ISSP, IT Governance, DRP, Security goals, etc.).
- Design use scenarios for IT solutions guaranteeing our customers to achieve their objectives for R&D/IT/HR
- Implement a savings plan streamlining low-value activities added (without dismissal), and reselling some to the competition.
- Manage an envelope of around €2m/year.
- Create and pilot the Service Delivery respecting KPIs.
- Be a creative force regarding technologies and infrastructure development.
- Pre-Sales Support

IT Manager





• Structuring and supporting Group IT projects according to ITIL V3 processes - Management of the IT department's strategy.



Professional Certificate in Strategic Leadership And Organisational Development -05/24

20142392 (View certification)



Management Information Systems - 08/23

(code: 2331048) (View certification)



Economics and International Business - 01/24 (View certification)

∧Alison

Diploma in Business Administration - 01/24 (View certification)



Entrepreneurship Strategy -01/24

(View certification)



Strategic Leadership - 02/24 (View certification)

AAlison

IT Management Building Information systems - 02/24 (View certification)



PCEN. Prueba de Certification de Espanol de Negocios -03/24

(code: 474829-170-860-2565) (View certification)

⚠ Alison

Cybersecurity Management -03/24 (View certification)



Strategy & Operations - 04/24 (View certification)



Leadership & Team Development - 04/24 (View certification)



Finance & Accounting - 04/24 (View certification)



Essentialism Management Skills - 04/24 (View certification)



Alison.

Teach English as a Second Language (ESL) - 05/24 (View certification)



IT Management - 05/24 (View certification)



Certified Human Resources Leader - 05/24 (View certification)



Science of Success - 06/24 (View certification)



Practical Wireshark 3 - 08/24 Certified Ethical Hacking Certificate # 348912 (View certification)



Operations Management -06/24

(View certification)



Stratégies pour la Durabilité -07/24

(View certification)



IT Topics:

Ticketing: ServiceNow/Jira/GLPI/Peregrine/Zen Desk Cloud: Microsoft Entra-ID (Azure) / AWS / Google Infrastructure: Palo Alto, TPLink, Forty, Aruba Hardware: Changement, Upgrade, Setup / ...

Software: M365 / Juniper / Kaspersky / SAP / SIRH / Ariba / Fœderis / Adobe suite / AS400 / Autodesk / Project / PuTTY / Monday / Adobe Pro / Canva / ChatGPT4 / CoPilot /...

****** RECENT PROIECTS **********

- Integrate new entities in the IT Cloud.
- Deploy Voice Teams/MFA/SOC.
- Launch a Cybersecurity audit project and manage correction points.

- Management of the Service Desk with respect of KPIs, Board figures preparation each quarter, Reports, Development and monitoring of SLAs.
- Participation in the definition of the Business Case and the Cost Model.
- Cybersecurity Awareness & Users Training.
- Budget plan management Project management.
- Implementation of deployment processes for new IT solutions (CRM, Service Desk, Suppliers).

Trilingual IT Analyst

SPX FLOW TECHNOLOGY - August 2011 to November 2017

- Carry out IT dept. improvement missions. =>Strategic monitoring of the environment & IT.
- Manage Requests & incidents tickets and KPIs.
- Lead of the IT service (Community Management).
- Lead User trainings including Cyber topics (inc. phishing campaigns).
- Create of level 1 & 2 (technical) processes (Support, Infrastructure, Cyber, IT governance, etc.).
- Lead demonstrations of the use of 'group' tools throughout Europe and remotely in french, english, spanish.
- Pilot assets in Europe zone.

Bilingual IT technician (Europe / USA)



SVELIA for client AFD - November 2008 to August 2011

- Being the Helpdesk level 1 and 2 (Hardware and software assistance for users).
- Gestion et animation de réunions de productivité.
- Preparing users equipment Managing - Monitoring of hardware & software inventories.
- Contacting Suppliers & Technical Services
- Monitoring of backlog files

Financial Advisor

BNP Paribas - December 2004 to October 2008



- Reception & Advice for professionals and individuals.
- Development of a customer portfolio.
- Management of monetary funds and control of the money security.
- Acts of sale of banking products (Codevi, Credit cards, Insurance, etc.).
- Administrative monitoring of "sensitive" files.

INTERESTS

Passions

- Jazz International Cuisine Travel
- Volunteering: Sponsor of orphaned children with Vision du Monde, Paris.