



Vincent LAFFEACH

French, Married, 38 years

IT SUPPORT SPECIALIST — 18 YEARS OF EXPERIENCE

I am a true digital gardener, watering, pruning and nurturing computer parks with love and attention, while providing first class support to users lost in this technological jungle

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EXPERIENCE

Individual Entrepreneur in IT Support (since 2015) ↗

PROSTA www.prosta.fr — Europe (remote work)

- Preventive, curative and evolutionary remote maintenance of computer parks
- User support, training and information
- Outsourcing of IT support for representative offices

- Monitoring the installation, configuration and maintenance of computer equipment (hardware and software)
- Support for getting started with this equipment and assurance of software support
- Managing incident tickets according to their priorities and ensuring user satisfaction
- Ensuring the maintenance of tracking files and the execution of maintenance procedures
- Setting up Multi-Factor Authentication (MFA) and monitoring Mobile Device Management (MDM)
- Awareness of cybersecurity issues among users.

IT Support Technician 3 years (2011—2014) ↗

RANET — Moscow, Russia

- User support, training and information
- Network administration and technical support
- Prospecting and development of the company's clientele.

IT Support Technician 5 years (2006—2011) ↗

NEPHIS Informatique — Honfleur, France

- User support, training and information
- Repair of computer systems and networks (preventive and curative maintenance)
- Installation and networking of computer parks (definition of typology, cabling)
- Management of hardware and software needs (definition and taking orders)
- Creation, redesign and management of websites.

Trainee Webmaster 4 months (2006) ↗

NEPHIS Informatique — Honfleur, France

- Dynamic redesign of sites, editorial management and animation, evaluation and monitoring of content quality
- Creation of an e-commerce website and an back-office, implementation of a secure payment system
- Sale and assembly of microcomputers
- Preventive and curative maintenance.

Trainee Webmaster 3 months (2005) ↗

OREP Editions — Bayeux, France

- SEO and website positioning & optimization
- Technical monitoring and updating of website content
- User support, training and information.

SKILLS

IT ↗

- Locate and diagnose anomalies (application of a test procedure)
- Carry out the standard exchange or repair of defective elements
- Maintain equipment, in particular by cleaning, adjustment, control
- Advise and technically assist the user by integrating data related to his professional environment
- Mastery of DTP software (Photoshop, Illustrator), Multimedia creation (Canva)
- Knowledge of web languages (HTML, CSS, PHP, MySQL, Javascript)
- Knowledge of website administration and maintenance
- Knowledge of social networks and the editorial rules of the websites
- Notions of webmarketing techniques (referencing, e-mailing...), acquisition and audience measurement tools
- Design and writing of media, communication follow-up.

Commercial ↗

- Mastery of the commercial approach and customer satisfaction
- Sense of organization and contact
- Adaptability and flexibility.

Teaching ↗

- Prepare lessons and establish the appropriate educational progression
- Follow and advise the learner in his support for change
- Know how to meet the needs of the learner, be attentive and be patient.

Languages ↗

French	English	Russian
<input type="checkbox"/> native language	<input type="checkbox"/> professional competence	<input type="checkbox"/> full professional capacity
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EDUCATION

Professional License Networks & Telecommunications speciality Design and Production of Multimedia Services and Products (2005—2006) ↗

University Institute — Laval, France

- Training of multimedia project manager assistants capable of designing and producing products and services implementing Information and Communication Technologies (ICT) in the company.

University Diploma in Technology Services and Communication Networks (2003—2005) ↗

University Institute — Saint-Lo, France

- Training in the creation of multimedia products using computer tools associated with New Information and Communication Technologies.

Baccalaureate in Economics and Social science (2003) ↗

General High School Marcel Gambier — Lisieux, France

- Honorable mention.

Interests

- Nature
- Team Sports
- Biblical Principles