

**Pascal Boone**

7 august 1970.

[Pascal.boone.consultant@boone.lu](mailto:Pascal.boone.consultant@boone.lu)

**IT manager – Team leader.**

**Twenty years in the airport and banking sector.**

**Professional experiences.**

Period	Customer	Project	Function
Jan-17 – Today	Several SopaSteria Customers	Nimbus (Nimsoft) Infrastructure Monitoring	Call desk & Pc support.
Jan-15 – Today	Several Steria & SopaSteria Customers	Support On Site & ServiceDesk	Call desk & Pc support.
Jan-15 – Dec-16	AXA Lux	Support On Site & ServiceDesk	Call desk & Pc support.
Sep-12 – Dec-14	CACEIS Lux	TMA Infra Enterprise	Application support.
Jul-08 – Dec-12	CACEIS Lux	Helpdesk & Support	Call desk & Pc support.
Sep-06 – Jun 08	BCEE	Helpdesk & Support	Helpdesk, PC & Server support
Oct-07 – Dec 07	CACEIS Lux (1/2 time)	Helpdesk & Support	Call desk & Pc support.
Jul-06 – Sep-06	Odyssey (on call)	Helpdesk & Support	Helpdesk & PC support
Jan-06 – Sep-06	BCEE (1/2 time)	Helpdesk & Support	Helpdesk, PC & Server support
Jan-02 – Sep-06	BNP Paribas	Helpdesk & Support	Helpdesk & PC support
May-98 – Dec-01	Sabena	Support	Helpdesk & PC support
Jun-97 – Apr-98	M.A.E	Support	Helpdesk & PC support
Jun-96 – Apr-97	Bull	Support	Helpdesk & PC support

**Pascal Boone**

7 august 1970.

Avenue J.Wauters 33

B-6762 Saint-Mard

(+352) 621 194 882

[pascalboone@consultant.com](mailto:pascalboone@consultant.com)

**IT manager - Team leader.**

**Twenty years in the airport and banking sector.**

**Professional experiences.**

□ Jan-17 - Today	SOPRASTERIA PSF Luxembourg SA <b>SopraSteria Customers</b>
<ul style="list-style-type: none"><li>• <b>Description:</b> Nimbus (Nimsoft) Infrastructure Monitoring.</li><li>• <b>Function:</b> System engineer.</li><li>• <b>Role:</b> Nimbus (Nimsoft) Infrastructure Monitoring engineer.</li><li>• <b>Technical environment :</b> Windows 2008 (Server), Windows 2012 (Server), ESX, VMWare environment, Hyper-V, Windows 7, Exchange 2010, Exchange 2013, Exchange 2016, DHCP/TCP IP, Internet Explorer, MS Office 2010, MS Office 2010, MS Office 2016, Citrix client, Customer application.</li></ul>	
□ Jan-15 - Today	SOPRASTERIA PSF Luxembourg SA <b>SopraSteria Customers</b>
<ul style="list-style-type: none"><li>• <b>Description:</b> ServiceDesk &amp; Support on Site.</li><li>• <b>Function:</b> Field engineer.</li><li>• <b>Role:</b> Call Desk, PC support on site, Patching - Cabling (Pc, Server, Printer, ...), Monitoring.</li><li>• <b>Technical environment :</b> Windows 2008 (Server), Windows 2012 (Server), ESX, VMWare environment, Hyper-V, Windows 7, Exchange 2010, Exchange 2013, Exchange 2016, DHCP/TCP IP, Internet Explorer, MS Office 2010, MS Office 2010, MS Office 2016, Citrix client, Customer application.</li></ul>	
□ Jan-15 - Dec-16	STERIA PSF Luxembourg SA <b>AXA Luxembourg</b>
<ul style="list-style-type: none"><li>• <b>Description:</b> ServiceDesk &amp; Support on Site.</li><li>• <b>Function:</b> Field engineer.</li><li>• <b>Role:</b> Call Desk, PC support on site, Patching - Cabling (Pc, Server, Printer, ...), Monitoring.</li><li>• <b>Technical environment :</b> Windows 2003 (Server), Windows 2008 (Server), Windows XP, Windows 7, Exchange 2010, DHCP/TCP IP, Internet Explorer, MS Office 2010 application, Citrix client, Customer application.</li></ul>	
□ Sep-12 - Dec-14	STERIA PSF Luxembourg SA <b>CACEIS Luxembourg</b>
<ul style="list-style-type: none"><li>• <b>Description:</b> TMA Infra Enterprise.</li></ul>	

Pascal Boone. IT manager – Team leader. Twenty years in the airport and banking sector.

- **Function:** Field engineer.
- **Role:** Infra Enterprise application support.
- **Technical environment:** Windows 2003 (Server), Customer application.

□ Jul-08 - Dec-12	STERIA PSF Luxembourg SA <b>CACEIS Luxembourg</b>
<ul style="list-style-type: none"> <li>• <b>Description:</b> Call desk, Helpdesk &amp; Support.</li> <li>• <b>Function:</b> Field engineer.</li> <li>• <b>Role:</b> Call Desk, PC support on site, Patching - Cabling (Pc, Server, Printer, ...), Monitoring.</li> <li>• <b>Technical environment :</b> Windows 2000 (Server), Windows 2003 (Server), Windows XP, Lotus Notes R6&amp;R7, DHCP/TCP IP, Internet Explorer, Office 2003 application, Citrix client, Customer application.</li> </ul>	

□ Jan-06 - Jun-08	STERIA PSF Luxembourg SA <b>BANQUE ET CAISSE D'EPARGNE DE L'ETAT</b>
<ul style="list-style-type: none"> <li>• <b>Description:</b> Helpdesk &amp; Support.</li> <li>• <b>Function:</b> Field engineer.</li> <li>• <b>Role:</b> PC support, Patching - Cabling (Pc, Server, Printer, ...), Monitoring (Servers, DAB, ...).</li> <li>• <b>Technical environment :</b> Windows NT 4.0 (Server, Wks.), Windows 2000 (Server), Windows 2003 (Server), Citrix server &amp; Client, VmWare Server, Windows XP, Lotus Notes R6, DHCP/TCP IP, Internet Explorer, Office 2000 application, Customer application.</li> </ul>	

□ Oct-07 - Dec 07	STERIA PSF Luxembourg SA <b>CACEIS Luxembourg</b>
<ul style="list-style-type: none"> <li>• <b>Description:</b> Call desk, Helpdesk &amp; Support.</li> <li>• <b>Function:</b> Field engineer.</li> <li>• <b>Role:</b> Call Desk, PC support on site, Patching - Cabling (Pc, Server, Printer, ...), Monitoring.</li> <li>• <b>Technical environment :</b> Windows 2000 (Server), Windows 2003 (Server), Windows XP, Lotus Notes R6, DHCP/TCP IP, Internet Explorer, Office 2003 application, Citrix client, Customer application.</li> </ul>	

□ Jul-06 - Sep 06	STERIA PSF Luxembourg SA <b>Odyssey</b>
<ul style="list-style-type: none"> <li>• <b>Description:</b> Helpdesk &amp; Support.</li> <li>• <b>Function:</b> Field engineer.</li> <li>• <b>Role:</b> PC support, Patching - Cabling (Pc, Server, Printer, ...).</li> <li>• <b>Technical environment :</b> Windows XP sp2, Outlook, DHCP/TCP IP, Internet Explorer, Office 2003 application, Customer application.</li> </ul>	

□ Jan-06 - Sep 06	STERIA PSF Luxembourg SA <b>BANQUE ET CAISSE D'EPARGNE DE L'ETAT</b>
<ul style="list-style-type: none"> <li>• <b>Description:</b> Helpdesk &amp; Support.</li> <li>• <b>Function:</b> Field engineer.</li> <li>• <b>Role:</b> PC support, Patching - Cabling (Pc, Server, Printer, ...), Monitoring (Servers, DAB, ...).</li> <li>• <b>Technical environment :</b> Windows NT 4.0 (Server, Wks.), Windows 2000 (Server), Windows 2003 (Server), Citrix Server &amp; Client, Windows XP, Lotus Notes R6, DHCP/TCP IP, Internet Explorer, Office 2000 application, Customer application.</li> </ul>	
□ Jan-02 - Dec 06	S.A. INTEGRIS BELUX N.V. & STERIA PSF Luxembourg SA <b>BNP Paribas Luxembourg</b>
<ul style="list-style-type: none"> <li>• <b>Description:</b> Helpdesk &amp; Support.</li> <li>• <b>Function:</b> Field engineer.</li> <li>• <b>Role:</b> PC support, Patching - Cabling (Pc, Server, Printer, Phone, Fax, ...), PABX programming.</li> <li>• <b>Technical environment :</b> Windows NT 4.0, Windows XP, Lotus Notes R5, DHCP/TCP IP, Internet Explorer, Office 2000 application, Customer application.</li> </ul>	
□ May-98 - Dec-01	S.A. BULL N.V. & S.A. INTEGRIS BELUX N.V. (Information Technology) <b>Sabena - Air France</b>
<ul style="list-style-type: none"> <li>• <b>Description:</b> Support.</li> <li>• <b>Function:</b> Field Engineer.</li> <li>• <b>Role:</b> Installation, update and maintenance for airlines company (Sabena &amp; Air France) in Benelux. Activity for seven days a week and 24 hours a day.</li> <li>• <b>Technical environment:</b> PC &amp; printers. Airlines applications. Windows NT 4.0, Lotus Notes R5, IE, Outlook 2000, Office application.</li> </ul>	
□ Jun-97 - Apr-98	S.A. Bull N.V (Information Technology) <b>M.A.E - Ministère des Affaires Etrangères</b>
<ul style="list-style-type: none"> <li>• <b>Description:</b> Helpdesk &amp; support.</li> <li>• <b>Function:</b> Field Engineer.</li> <li>• <b>Role:</b> Installation, update and maintenance for Ministère des Affaires Etrangères (Belgium).</li> <li>• <b>Technical environment:</b> PC &amp; printers - Windows 3.11, 95, NT, Office Pro applications, outlook 4.x, 5.x, SQL.</li> </ul>	
□ Jun-96 - Apr-97	S.A. Bull N.V (Information Technology) <b>Bull</b>

- **Description:** Technical support to private user or company.
- **Function:** Field engineer.
- **Role:** Installation, update and maintenance in Bull or client offices.
- **Technical environment:** PC & printers - Windows 95, Outlook, Office application Technical.

## Education

- **Degree:** CESS biotechnology & sciences 1989, Institut Saint-Etienne, Court-Saint-Etienne.
- **Professional training:** Network, Windows NT4, Windows 2000, Windows 2003 Server, Windows 2008 Server, Windows 2012 Server, MSOffice 97, MSOffice 2000, MSOffice 2003, MSOffice 2010, MSOffice 2013, Systems Management Server 2003 (SMS 2003).
- **ITIL:** ITIL Foundation - November 2014.
- **Sports:**
  - ADEPS - Moniteur Sportif Initiateur (MSIn) - Sep 2013.
  - LBFA - Moniteur Sportif Initiateur (MSIn) - Mar 2014.
  - ADEPS - Moniteur Sportif Educateur (MSEd) - Feb 2016.

## Skills

### System

- Perfect knowledge of PC running on windows OS environment.
- Good knowledge of server running on windows OS environment.
- Good knowledge of PC & server running on Linux OS environment.
- Good knowledge in Active Directory, MS Exchange, MS File Server, MS Print Server.
- Virtualisation: VMWare, Hyper-V.

### Network

- Windows, Linux (Debian).
- Skills on Ethernet network cabling and equipment (Cisco).
- Firewall SOPHOS.

### Office

#### suite

- Good skills on MSOffice suite.
- Good skills on LibreOffice(OpenOffice) suite.

### Development

- MS PowerShell.

### SGBD

- Oracle, MySQL.

### Telephony

- Knowledge on PABX administration (Ericsson MD - CISCO).

## Languages

	Mother tongue.	Spoken.	Read.	Written.
French	X	X	X	X
English		X	X	X