

# Matthieu Pesesse

Support Engineer with over 10 years in customer relations and support

## Matthieu Pesesse

19-08-1976, born in Uccle  
A and B Driving Licence

## Office

Alixii Luxembourg Sarl  
Rue de Kleinbettingen 4  
8362 Grass - Luxembourg  
VAT : LU 2483 5343

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## Certifications and Skills

Deontology and confidentiality (PSF)	by Econocom	2011
Lotus Notes Administration	by Pixelixir	2010
Self-Leadership	by Mnimesis	2007
B2B Farming Skills	by Herssens Mentorship	2007
Presentation Skills	by Ogilvy International	2006
Blackberry for Enterprise 4.0	at Research in Motion	2005
Complaint Handling	by Minds In Motion	2001
Professional Call Handling	by Minds In Motion	2000

## Education

Monteur/hersteller in toegepaste electronica	at Viso Antwerpen	1995
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## Languages

French	Mother tongue
Dutch	Excellent
English	Good

## Experiences

**Freelance IT Support, Econocom** 07/2011 - 01/2012

### Van Lanschot Bankiers Luxembourg

Blackberry for Enterprise 5.0 :

- End-user administrations
- Upgrade BES patches and updates

Environment :

- vMWare : Citrix XenApps and Citrix virtual machines
- Windows Server 2008
- Microsoft Exchange 2007 with Marshal server for the email security

User management :

- RSA secureID
- Active Directory

Extra daily tasks :

- Check backup status and swap backup tapes
- Encryption of account statements

**Director, Alixii Luxembourg Sarl** 07/2011 - today

Creation of a second company in Luxembourg to provide IT Support services in the financial sector in Luxembourg.

**Freelance IT Support, Econocom** 04/2010 - 06/2011

### Ergo Insurance nv

**Freelance IT Support, Configure Consulting** 02/2008 - 12/2009

### Cofely Services (GDF Suez)

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**Director, Alixii Limited Company****11/2007 - today**

Creation of my Limited company to provide Consultancy services in Telecom and IT

**Owner, Le Podcast High Tech****04/2007 - today**

Creation of a web-based media talking about emerging technologies.

**Account Executive, Proximus****02/2007 - 08/2007**

Account management  
Managing a portfolio of +-1500 SME customers (Brussels)

**Junior Sales Trainer, Proximus****09/2005 - 06/2006**

Coaching of the Proximus sales forces and new hires.

- Proximus A – Z training and Data Essential Training

**B2B Emerging Business Assistant, Proximus****07/2004 - 02/2007**

1<sup>st</sup> line B2B data support for corporate and SME clients.  
2<sup>nd</sup> line Technical Support for Customer Service and VIP Support for Proximus and Belgacom.

**Data Support Assistant, Proximus****07/2000 - 08/2005**

2<sup>nd</sup> line data support  
Creation of Data Support and Technical support on Vodafone data products

**Customer Service Assistant, Proximus****11/1999 - 06/2000**

1st Line Customer Service  
Provide answers on general Proximus products and services (billing, pricing plans, sales campaigns, handsets,..)

**References**

Michel Godart, Service Level Manager Roaming, Belgacom, 0473 56 42 02  
Stijn Van Malder, Chief Servers and Support Officer, Cofely Services, 0478 36 06 67  
Christophe Vandemoortele, Manager Emerging Business, Proximus, 0473 444 033

**Software skills**

Virtualization : vMware vSphere, Citrix Virtual Machines, Citrix XenApps  
Operating Systems : Windows XP/Vista/7, Mac OS 10.5/10.6  
Servers : Windows Server 2003 / 2008  
Ticketing : Maximo, Peregrine, Remedy, Call Manager, SysAid  
Security : McAfee ePo 4.0  
Microsoft Office tools : MS Office Suite 2003 / 2007, Active Directory  
Webdesign : Photoshop CS3, Illustrator CS3, Dreamweaver CS3  
Other : Switch commander, PNI, RAT Agent, Open VPN

**Benefits**

Excellent presentation, fluent in languages, well organized, open-minded, serious at work, team worker, customer focussed, maintain high standard of professionalism and honest.