



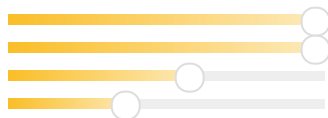
SIMON COUDERC

29/01/1993 | French | Oslo, Norway | (+47) 40.74.56.63 | simon.couderc@outlook.com | <https://cv.scouderc.com>



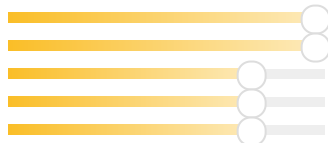
LANGUAGES

French
English
Italian
Norwegian



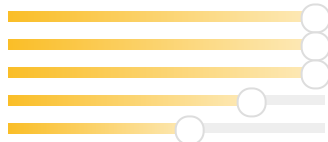
SKILLS

Python
HTML / CSS
PHP
SQL (PGSQL, SQL Server)
JavaScript



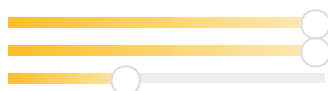
Languages

Zendesk
Atlassian Jira / Confluence
MS Office / LibreOffice
Active Directory
SalesForce



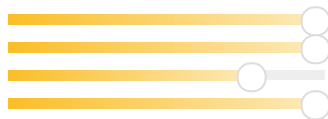
Softwares

Windows (XP to 10)
Linux
Mac OS



OS

Communication
Teamwork
Flexibility
Learning capacity



Soft skills



EDUCATION

IT HND 09/2010 – 06/2012
University of Technology of Bordeaux, Bordeaux, France

First level education on all areas of IT including :
Programming in various languages, Project management, Teamwork, Communication, Legal, etc.

Baccalauréat ('A' Levels) 09/2007 – 06/2010
Lycée Maine de Biran, Bergerac, France

Baccalauréat SSI French equivalent of A' levels in
Mathematics, Physics and Engineering Sciences



EXPERIENCE

Support Engineer 07/2017 – present
Xeneta AS, Oslo, Norway

- Building a brand new and scalable support architecture for a fast growing company.
- Creating an architecture to automatically deliver custom reports for customers.
- Swiss-Army knife IT guy for internal support requests.

Technical Support Analyst 07/2016 – 06/2017
Blue Tree Systems Ltd, Galway, Ireland

- Providing phone and ticket support to Blue Tree Systems customers.
- Technical analysis including: Research in previous cases, Active Directory management, SQL queries to databases, etc

SAP Business ByDesign 06/2014 – 06/2016
Support engineer
SAP SSC (Ireland) Ltd, Galway, Ireland

- Providing phone and ticket technical support to SAP Business ByDesign Customers.
- Including : solution search in internal documentation, technical analysis, efficient interfacing between developers and end customers

French EA Gaming agent 09/2013 – 05/2014
Concentrix Ltd, Belfast, United Kingdom

- Providing phone and email technical support to French speaking EA customers



HOBBIES



Languages



History



Cooking