



PIERRE RAVAL
Senior System Engineer



PROFILE

32 years old
Swiss
Married



CONTACT



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pierre@raval.biz

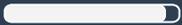


Les Vanoueches 6
2923 Courtemaiche

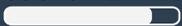


SKILLS

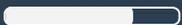
OS MICROSOFT



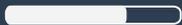
CUSTOMER RELATIONSHIP



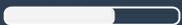
MICROSOFT AZURE



VIRTUALIZATION



PROJECT MANAGEMENT



STAFF MANAGEMENT



EXPERIENCES

In an environment where it's ceaselessly necessary to be renewed, my sense of the analysis, my rigor and my versatility make me a man in constant evolution, capable of helping my customers to reach their goals. Thanks to my skills and my experience, I am one of those who say: "The urgent is made, The impossible is in progress; for the miracles: Plan a deadline", because nothing is beyond my reach.
Let me prove it to yourselves...

● SWISSCOM SA, 2800 Delémont

IT Service Transition Coordinator / 07.2017 - CURRENT

- Plan and manage service changes efficiently and effectively;
- Manage risks relating to new, changed or retired services;
- Successfully deploy service releases into supported environments;
- Provide good-quality knowledge and information about services and service assets;
- Ensuring that services can be managed, operated and supported in accordance with constraints;

Senior Operationnal Coordinator / 02.2016 - CURRENT

- Weekly coordination sessions with the customer technical team;
- Monthly/quarterly operating sessions with the customer management team;
- Technical Project Manager (TPM);
- Unique point of contact and escalation for the customer;
- Implementation of processes to guarantee SLAs;
- Responsibility for operational tasks;
- Monitoring and coordination of the IT specialists involved in providing services to the customer;

Senior System Engineer / 02.2016 - CURRENT

- Integration/migration and exploitation of customers in Microsoft AZURE;
- Installation/configuration and operation of Microsoft Operations Management Suite (OMS);
- Technical Project Manager (TPM);
- Installation/maintenance/configuration and migration of Microsoft Windows Server environments (2008 & 2012 R2 & 2016);
- Configuration and operation of Citrix XenApp 7 farms;
- Operation of SQL & Exchange clusters;
- Applications update management;
- Migration projects;

● BEDAG Informatique SA, 2800 Delémont

Service Delivery Manager / 01.2015 - 01.2016

- Monthly reporting;
- RFP Answers/Offers/Contracts;
- Analysis of customer needs;
- Proposal of new products;
- Responsibility of the team's human resources (job interview, vacation management, work distribution, training);

Technical Account Manager / 10.2014 - 01.2016

- Weekly coordination sessions with the customer technical team;
- Monthly/quarterly operating sessions with the customer management team;
- Technical Project Manager (TPM);
- Unique point of contact and escalation for the customer;
- Implementation of processes to guarantee SLAs;
- Responsibility for operational tasks;
- Monitoring and coordination of the IT specialists involved in providing services to the customer;

System Specialist / 10.2013 - 01.2016

- Installation/maintenance/configuration and migration of Microsoft Windows Server environments (2008 & 2012 R2);
- Installation/configuration and maintenance of Citrix XenApp farms (6.0 & 6.5);
- Operation/monitoring and configuration of infrastructures in datacenter;
- Installation/configuration of Microsoft Lync 2013;
- SQL clusters, Exchange clusters, UAG & Print Services operation;
- Backup systems operation/configuration (Symantec Netbackup & CommVault);
- Applications update management;
- Migration projects;

