

# Roland FLUTET

## *I.T. Services & Support Specialist*

5 years of experience  
Fully bilingual in French and English  
Mobile internationally

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### Principal professional experience

<p><b>Wolseley Group</b> May 2008 – April 2009</p>	<p><b>I.T. Services Manager</b> based in Lyon, France at the Wolseley Technology Centre</p> <ul style="list-style-type: none"> <li>◆ Transition from a national-based organisation to a Global I.T. Service Delivery</li> <li>◆ Responsible for delivering and supporting the I.T. services to in-house customers of the company in several European countries</li> <li>◆ Definition of <i>Service Level Agreement</i> and support point of contact for specific services with each user community</li> <li>◆ Co-ordination of technical resources and communication with customers during incident resolution, especially when several <i>Technology Centres</i> are involved</li> <li>◆ First point of contact for the client and relay for escalation</li> <li>◆ Recruitment, training and day-to-day management of the support team (8 people)</li> </ul>
<p><b>Brossette, Wolseley Group</b> March 2006 – April 2008</p>	<p><b>I.T. Support Manager</b> based in Lyon, France at the Wolseley Technology Centre</p> <ul style="list-style-type: none"> <li>◆ Creation and organisation of national and international support</li> <li>◆ Recruitment and training of 6-person team</li> <li>◆ Point of contact for French and Foreign customers</li> <li>◆ Set-up of <i>ITIL compliant</i> tools and procedures</li> <li>◆ Design and implementation of rules related to the <i>Sarbanes-Oxley Act</i></li> </ul>
<p><b>Ajilon IT Consulting</b> July – December 05</p>	<p><b>Service Support</b> Adecco France and Adecco IT Services</p> <ul style="list-style-type: none"> <li>◆ Call management</li> <li>◆ Processing of requests in French and English</li> </ul>
<p><b>EB Solutions</b> January – July 04</p>	<p><b>Client Support</b> 2<sup>nd</sup> Level</p> <ul style="list-style-type: none"> <li>◆ Needs analysis and business case writing</li> <li>◆ Set-up of Incident process and related tools</li> </ul>
<p><b>MIAGE National Congress</b> June 03 – May 04</p>	<p><b>Event Manager</b></p> <ul style="list-style-type: none"> <li>◆ Direction of a 20-person team.</li> <li>◆ Planning and management of 65,000€ budget</li> </ul>

### Skills and abilities

<p>Languages</p>	<p><b>French: native</b> <b>English: bilingual</b> Spanish, German : basic conversation</p>
<p>Management &amp; Communication</p>	<p><b>Team and project management</b> Experienced speaker &amp; trainer Creation and diffusion of communication supports</p>
<p>Best practices &amp; quality management</p>	<p>IT Service Support &amp; Delivery: <b>ITIL Foundation certified</b> (88%) <b>ISO 20,000</b> (3-day training in 2008)</p>
<p>Software and systems</p>	<p>Office, Access, Apache, Bugzilla, Photoshop, Wordpress Windows, Unix, Linux, HPOpenView, web hosting &amp; DNS, ACD &amp; VoIP</p>
<p>Tools and languages</p>	<p>PHP, SQL, HTML, javascript, CSS, Eclipse, JUnit, Ant, CVS</p>

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### Education

2005 – 2006

#### **Master MIAGE – Decision Making Systems**

(Master degree in Management Information System)  
University Claude Bernard Lyon 1

- ♦ Information System Engineering & Database Design
- ♦ Network Architecture & Operational Research
- ♦ IT Project Management, Knowledge Base & Technology Scouting

2004 – 2005

#### **University of Toronto**

Exchange Student (Ontario / Rhône-Alpes program)

2000 – 2003

#### **Bachelor of Computer Science applied to Business Management**

University Claude Bernard Lyon 1

### Other Experience

**MIAGE Connection**  
Since 2004

#### **Founder** and honorary member of the national association

- ♦ Responsible for website [www.miage.net](http://www.miage.net) (2004-2008)
- ♦ Creation of the national online directory of MIAGE alumni
- ♦ Speaker during the Congress of the association

**Student association involvement**  
**University Lyon 1**  
2000 – 2006

#### **Webmaster** of website [www.lyon1.net](http://www.lyon1.net) (2003-2006)

- ♦ Founder of site and discussion forum
- ♦ Improvement of site homepage and customisation

#### **President** of *MIAGE Lyon* student association (2002-2003)

- ♦ Management of 12 person team
- ♦ Organisation of cultural and sporting events

**University of Lyon1**  
2000 – 2002

#### **Vice President** and University administrator

- ♦ Member of Presidential team
- ♦ Management of the Student Office (80 associations)
- ♦ Project presentation in University council

**City of Saint Laurent de Mure**  
1994 – 2001

#### **Volunteer fire-fighter**

- ♦ Chief-Corporal with various specialised training
- ♦ Responsible for documentation and Webmaster

**Other interests**

Travelling, scuba diving, hiking and photography  
Gastronomy and oenology

**May 2009 – July 2010**

#### **Independent traveller** with my spouse across 12 countries in 14 months

Configuration and customisation of personal blog [www.ze-big-trip.com](http://www.ze-big-trip.com)  
Publication of **130 articles in both French and English** and 18,000 photos