

# Roland Flutet

## Information Technology Manager

5 years experience  
Bilingual in English and French  
Applicant for permanent residency in Canada

✉ roland At flutet D0t net  
☎ +33(0)6.28.51.87.26

### Professional Experience

|  |  |
|--|--|
| <b>Wolseley Group</b><br>May 2008 - April 2009                                 | <b>I.T. Services Manager</b> based in Lyon, France at <i>Wolseley Technology Centre</i> <ul style="list-style-type: none"><li>➤ Transition from a national-based organization 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> were involved</li><li>➤ First senior point of escalation for the client, and relay with 3rd party vendors</li><li>➤ Recruitment, training and day-to-day management of the support team (8 people)</li></ul> |
| <b>Brossette</b><br>Wolseley group<br>March 2006 - April 2008                  | <b>I.T. Support Manager</b> <ul style="list-style-type: none"><li>➤ Creation and organization of national and international IT support (Single Point Of Contact for first line 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>   |
| <b>Ajilon IT Consulting</b><br>October - December 2010<br>July - December 2005 | <b>I.T. Service Support</b> for <i>Adecco France</i> and <i>Adecco IT Services</i> <ul style="list-style-type: none"><li>➤ Call management</li><li>➤ Processing of requests in French and English</li></ul>  |
| <b>EB Solutions</b><br>January - July 2004                                     | <b>2<sup>nd</sup> Level Client Support Manager</b> <ul style="list-style-type: none"><li>➤ Needs analysis and business case writing</li><li>➤ Implementation of Incident process and related tools</li></ul>   |
| <b>MIAGE National Conference</b><br>June 2003 - May 2004                       | <b>Event Manager</b> <ul style="list-style-type: none"><li>➤ Management of a 20-person team.</li><li>➤ Planning and management of €65,000 (C\$85,000) budget</li></ul>   |

### Skills & Abilities

|                                     |   |
|-------------------------------------|---|
| Languages                           | <b>French : native language</b><br><b>English : bilingual</b><br>Spanish, German: native conversation   |
| Management & Communication          | <b>Team and Project management</b><br>Experienced presenter and trainer<br>Creation and distribution of communication material<br>Relationship with partners and financial sponsors |
| Best practices & Quality Management | I.T. Services Delivery and Support: <b>ITIL Foundation certified</b> (88%)<br><b>ISO 20.000</b> (3-day training in 2008)  |
| Software & Systems                  | Office, Access, Apache, Bugzilla, Photoshop, Wordpress<br>Windows, Unix, Linux, HPOpenView, web hosting & DNS, ACD & VoIP   |

# Roland Flutet

## Information Technology Manager

5 years experience  
Bilingual in English and French  
Applicant for permanent residency in Canada

✉ roland At flutet D0t net  
☎ +33(0)6.28.51.87.26

### Education

2005 - 2006

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

(master's degree in Management Information Systems)  
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 Annual Conference 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 Lyon 1** 2000 -2002

**Vice President** and University administrator

- Member of the Presidential team
- Management of the Student Office (80 associations)
- Project presentation to the University Council

#### **City of Saint Laurent de Mure** 1994 - 2001

**Volunteer fire-fighter**

- Master-Corporal with various specialized training (emergency medical technician, vehicle extrication and trauma life support, haz-mat, urban search and rescue, rope rescue trainer)
- Responsible for documentation and Webmaster

#### **Other interests**

Travelling, scuba diving, hiking and photography  
Food and Wine