

Yassine HIZAOUI

Nationality: **French**
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Infrastructures Project manager / 5 langages

Professional Experiences

Since January 2016

CGI (Paris)

Infrastructure Project manager

Customer: Socotec Group and Engie IT

- CGI's full IT management for Socotec France / UK / Japan / Philippine and Singapore
- Provided technical expertise for the CGI's VDI solution to provide users with a virtual desktop access.
- Organized Gmail migration to Office 365 solution for Socotec (O365 tenant management via PowerShell)
- Provided technical expertise for Socotec's Windows Servers upgrade to 2012 R2
- Provided technical expertise for Socotec's Kaspersky antivirus solution (Kaspersky Security Center 10)
- Managed Datacenters migration for Engie IT
- Reported and tasks follow-up for Engie IT datacenters migrations
- Organized weekly meetings between stakeholders and technical actors to validate projects milestones

Technical environment:

Office 365 – PowerShell - Proofpoint - Kaspersky- Skype Entreprise - MS Server 2008/2012 - SCCM

February 2013 to December 2015

IBM (Poland)

Project manager

Customer: Carrefour France Group and CGI

- Led projects and tasks follow-up from testing to Go Live for applications implementations, datacenters migrations
- Organized weekly meetings between stakeholders and technical actors to validate projects milestones
- Sandboxes AOT and AOS servers deployments for MS Dynamics AX 2012.
- Reported to stakeholders and IBM on projects evolution and risks for Carrefour's market servers deployment.
- Controlled budget resources supplier and cost according to IBM's policy regarding catalogued services and KPI

Technical environment: Office 10, Lotus notes, Sametime, UNIX, Jboss, Oracle 10g, MS server 2008/12R2

Project size: average of 220 man days 16 Project managers 10 DBA 30 UNIX and 30 Windows Sysadmins

Project manager Users and application support

Customer: Geodis

- Effectively managed and trained 60 applications and support analyst's trainer as customer's SME
- Reached a 98% successful 1st call resolution (Anael, MS Dynamics 2009, Cognos)
- Improved every action plans in order to respect SLA, functional analysis and KPI tracking
- Managed user account and applicative support (MS Dynamics 2009 Finance and Logistics)

Technical environment: MS Office, MS Dynamics AX 09, MS AD, Citrix, VMware, SAP

December 2009 to February 2013

Neurones IT (Paris)

Microsoft end user support consultant

Customer: Geodis.

- Managed user account and applicative support (Anael, MS Dynamics AX 2009, Cognos)
- Effectively project controlled Lotus Notes 8.5 migration project and wrote technical procedures
- Functional analyzed and managed incidents

Technical environment: MS Office, MS windows 7, AD, Citrix, VMware, MS Dynamics AX, SAP, Domino v8.5, LDAP

PMO

Customer: HSBC

- Managed the XP to Seven migrations tasks
- Trained end users and support wrote formation documents
- Daily followed-up of the status of user Windows 7 desktops migrations and reported to HSBC stakeholders

Technical environment: MS Office, MS Windows 7, Lotus notes 8

Expatriation consultant with French embassy representative

- 1 year in Tokyo with WH Visa

September 2006 to July 2008

Support consultant

- Administrated Microsoft Windows XP Desktop & Laptop
- Performed VIP support for HSBC traders

Degrees and trainings

2006	Masters degree IT management
2015	Dynamics AX 2012 R3 / CRM 2015 / NAV 2015 / Power BI
2016	Microsoft Office 365 Infrastructure management

Technical skills

Systems	MS Windows XP to Windows 10 / Linux rhel 7
Server and network	MS 2008 a 2012 / TCP/IP smtp ftp telnet
Mailing	Lotus notes / MS Outlook /O365 / Gmail pro
Virtualization	VMware Softlayer Azure Citrix
Backup and storage	IBM TSM backup / Symantec Backup Exec
Tools	MS Project / Nagios / IBM Maximo / BMC Remedy

Foreign languages

French English Arabic	Fluent
Japanese	Good working knowledge (Working holiday in Tokyo)
Polish	Beginner 3 years in Poland

Misc.

World cuisine	French, Oriental and Asian
Traveling	Europe, USA, Asia and North Africa
Standup and Movies	Action, comedy
Sports	Football, swimming