

Olivier JACOBS

Application Support Specialist



Graduated in Industrial Computer Sciences

I am a natural team player giving 360° constructive and didactic feedback, working cross-team to provide efficient and integrated solutions:

- Client oriented, adapts constantly keeping focused on deliverables
- Constant learner and loves sharing knowledge, with key competencies
- Application analysis and support, IT implementation
- Methodology & process review

I have a multi-sector experience in IT Consulting covering :

- Support services applied to Banking, Insurances, and HR Management software
- Application design in e-Document, e-Commerce, and Product portfolio management

EXPERIENCE

Community Manager

International Management Investment
Real Estate Industry, Brussels
January 2016 until November 2016

- Management Social Networks
- Website creation, management
- Reporting on Real Estate sales using Ipefix
- Customer support

IT Manager

Mouvements Citoyens Libres
Political Movement, Hannut
Since January 2014

- Website creation, management
- Accounts management
- Documents management : design, availability, validation
- MySQL management including queries

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Application Support Specialist for HR Management System

Kronos Consultant for Coca Cola, Pepsi & Axa
FMCG and Insurance Industries, Brussels
March 2008 - December 2013

- Functional and technical customer support on Kronos applications;
- Reorganization Help desk towards ITIL-standards;
- Service Desk Team coordination (5 team members);
- Reporting and DB management with SQL queries
- Documents management via sharepoint: wiki's creations and updates for help desk teammates;
- Training colleagues and customers on Kronos applications.

Application Support Specialist for Insurance Systems

GFDI/M-TEAM
Insurance Industry, Brussels
March 2006 - February 2008

- 2 way SPOC between Support and Developers insuring simultaneously training and return on experience for maintenance purposes;
- Supporting customers (internal/external) on various M-Team applications : e-Document management, Product portfolio management.

E-Solutions Professional - for SME's & private individuals

Prod-Is (own company)
Services company, Brussels
Januay 2004 - December 2007

- e-Solution consulting & design
- Infrastructure and applications set-up, support and maintenance.
- Sectors : Home design, Real estate, Research funding

IT Support Consultant - for SME's & private individuals

Skillteam S.A.
Consulting company, Brussels
March 1998 - March 2003

- Insurances & Banking software support
- Service desk solution design and implementation

Sales / Business Consultant - for SME's & private individuals

Euphony
Telecom company, Brussels
March 1998 - March 2003

- Customer portfolio development and management
- Team coaching (15) inspiring targets and autonomy

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Application Support Specialist

Network Administrator

Marsh & Mc Lennan

Insurance Broker company, Brussels

March 1996 - March 1998

- Cross platform administration & integration (windows, novell, unix)
- Multinational and transcontinental internal support

EDUCATION AND TRAINING

Bachelor in Industrial Computer Sciences

ISFCE, Brussels

Additional trainings

- Help desk training
- SQL course at IBM Learning Center
- TCP IP, SNA at IBM Learning Center

LANGUAGES / IT

Languages	Understand	Speak	Write
French	++++	++++	++++
English	+++	+++	+++
Dutch	+++	+++	++

ECM Sharepoint
IT Skills SQL, MS Office, Open Office, Cpanel, MyPHP, MySQL, HTML/5

INTERESTS

Environmental Sciences, Natural Healing, Martial Arts, Poker

SITUATION - CONTACT

Birth date : 23/03/1973

Married, 2 children

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