

Yoan COUSIN



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Born on June 12th, 1990
Nationality : French
Marital status : Single

Network & Voice Engineer

About me



« Dynamic, collaborative, result & customer oriented ».

Master degree in « Networks & Telecommunications » obtained in parallel with a Work Placement for 2 years, my domains of expertise are:

- Network Administration
- System Administration
- Unified Communications
- Computing & Data Security

I am looking for a position requiring technical expertise to offer and integrate my skills and experience, focusing and developing in one of these areas

Training - Background

MASTER Degree –Information & Communications Sciences and Technologies.
Networks & Telecommunications
Savoie Technolac (73), 2013

D.U.T – Networks & Telecommunications
I.U.T Annecy-le-Vieux (74), 2010

Baccalaureat in Sciences (Equivalent High School Diploma in Sciences)
Engineering Sciences speciality
High School of Albanais (74), 2008

Languages

English
Fluent, oral and written.

Italian
School Level

Japanese
Beginner

French
Mother Tongue

Work Experience

2015 **December 2013 – Today**

Network & ToIP Consultant

DEVOTEAM SA (Lyon, 69)

▪ Informatique Banque Populaire – Cisco ToIP Engineer

Technical leader (Level 2) for Unified Communications infrastructure and all associated applications :

- Support/Expertise Level 2 ToIP Cisco
- Users Incidents Management in a National context
- Detection & evaluation of major incidents requiring a crisis unit
- Creating Forms Solutions for Hotline (Level 1)
- Support to users migration
- Training & skills transfer for new employees

Interlocutor of the regional IT services for banks and Level 3 :

- Consideration of requests for infrastructure's changes to evaluate the impact on user support
- Keep internal procedures for resolution up to date.
- Participation in meetings for migration into production monitoring and user management impact

Technical referee during technical crisis & major incidents :

- Impact evaluation for setting up a technical crisis unit.
- Link between Level 3 and the Banks Communications service

2013

Certifications

NETASQ Administrator
Version 9 – 2013
Licence 99V90CNA58743

TOEIC (Test of English for International Communication)
– 2013
Total of 780 points on 990

CCNA Exploration 2 – *Routing Protocols and Concepts*, 2009

CCNA Exploration 1 - *Network Fundamentals*, 2008

Training for CCNA –Pro, 2013

Hobbies

Shotokan Karate

Practise since 5 years old

- France Championships participation since 1999
- Vice Champion of France in Team Seniors category (2014)
- France Champion in 2004 and 2007
- Quarterfinals of World Championships in Senior Team category in 2011, Thailand
 - Member of Staff Organisation for European JKA Championships in 2012, Paris (FRANCE)

Examination of 1st DAN JKA in 2006 & 2nd DAN JKA in 2011

Running

Photography

2013 **October 2011 - September 2013**

Support/Expert. Engineer for Networking, Security & Cisco ToIP areas (Work Placement)

SPIE Communications (*Bron, 69*)

Selected person for customer's incidents :

- Taking account of technical problems (Level 1)
- Call qualification and first diagnostic directly with the customer.
- Technical assistance and support all modifications on customer's infrastructure.

Technical Leader for complex troubleshooting operations :

- Analysis Methodology / action plan
- Tests, measures, investigations, reproduction

2011
2010

April 2010 – June 2010

DataBase Developer for ALICE Experiment CERN (European Organisation for Nuclear Research) (*Meyrin, Switzerland*)

Mission :

Creating a Web Interface (HTML, Perl) in connection with a collaborative database.

Skills & Expertise

General skills

- Organizational, priority management
- Collaboration and customer oriented
- Troubleshooting & Support
- Team & Collaborative Spirit
- Work in an international Context (English)
- Customers calls qualifications
- Monitoring incidents for Expert or Manufacturers analysis

Networking & Security expertise

- Cisco, HP Procurve / H3C, Avaya, Aruba, Fortinet, Netasq, CheckPoint, Juniper
- ARP, Ethernet, IP, RIP, OSPF, BGP, MPLS, TCP, UDP, Vlans, ACLs, DNS, DHCP
- Active Directory, LDAP, IPTables, http Proxy, Firewalling, URL Filtering, Strong Authentication, VPN, QoS
- Wireshark

Computer & Programing expertise

- PostGreSQL, phpMyAdmin, SQL
- HTML, CSS, Javascript, PHP, Wordpress
- C, C++, Java, Perl
- Script Bash, Powershell

Telephony & Uniified Communications expertise

- Cisco Call Unified Manager v8 & v9, Cisco Call Manager Express, Cisco Unified Presence Server, Cisco 6941, Cisco 7942, Cisco Jabber v9.x & v10.x, Cisco Personal Unified Communicator, Cisco Webex.
- Nates, KURMI