

NICOLAS DJUROVIC

29, Allée du Groenland
35200 Rennes
06 85 80 13 85

mail@nicolasdjurovic.com

<http://www.nicolasdjurovic.com>

<https://www.linkedin.com/in/nicolas-djurovic>

OBJECTIVE

I am looking for a challenging opportunity where I can practice my skills and share my experience, as a technician, a manager or another position in providing solutions to clients or assisting them in any technical related query or difficulty and bring in good reputation and profit for the company.

EXPERIENCE

Project Manager

Mai 2014 – February 2015

Eurofurnindo/Eurofar, Ho Chi Minh City, Vietnam

Founded in 1992, Eurofar International is one of the leading manufacturers and exporters of outdoor furniture. When Vietnam opened borders in 1993, Eurofar was one of the first companies setting up production in Vietnam.

- Managed 35 people, and motivated them during the high season, teaching them a new way of working, and teaching them English.
- Met customers (from USA, Europe, Japan, and New-Zealand, South Africa), made an introduction of the company, following them in our showroom and gave them information about our products.
- Changed the showroom to be "in-touch" with the new catalog. Helped for the design of the 2015 catalog.
- Designed a new hang tag for the furniture. Re-arranged the new season furniture's in our showroom (800 m2).
- Conducted meeting with all the managers and with the sales department every week.
- In charge of recruiting new staff.

Senior IT Consultant

June 2013 – December 2013

40HRS, Ho Chi Minh City, Vietnam

40HRS INC. was founded in the year 2000 in San Jose, CA, USA. Today we have a team of bright, talented recruiters that give the firm a balance of experience and breadth of in-depth exposure to various industries including: Supply chain, logistics, rapid delivery, manufacturing, engineering, trading and services.

- Work as a Senior IT Consultant, searching for candidates specialized in the IT field and matching with the needs of our clients.
- Development of our Candidate Database: starting with several excel document to finish with one **PostgreSQL** database including each candidate CV and keywords automatically generated with the CV.
- Developing the intranet web software to be able to search in the Database and a specific software for the administrator (handle the access of each Consultant/Recruiters, adding, updating, removing candidates records).

Technical Leader

March – December 2012

SRID/SRTD, Paris (14), France

SRID/SRTD is a leading IT service provider in France, with their current major customers as CNP Assurance (subsidiary of 'Caisse des Dépôts' group), CACEIS, SWISS Life, French Chamber of Commerce and Industry.

- Work as an in-house Technical Leader for the French Chamber of Commerce and Industry (Tocqueville Street, 75017 Paris). Act as a technical escalation point for team members. Track trouble ticket resolution metrics against SLAs (Service Level Agreement).
- Oversee the prompt completion of breached SLA tickets. Make planning. Develop inter and intra team processes which promote efficiency and communications excellence. Be the backup Technical Manager.

Skills

Management
Understand the needs

PHP

HTML

CSS

Framework Zend v1

Framework Laravel 5

JavaScript

Shell scripting

COBOL

Pascal

Delphi

Basic (Visual Basic /

Purebasic)

C/C++ (notions)

Assembler

6502/65C816/X86

(notions)

LaTeX

Apache (LAMP, WAMP)

PostgreSQL/MySQL

SQLite

GNU Linux

(Debian, Mint, Ubuntu)

Dos

Windows NT 4.0

Windows Server

Windows OS:

2000 – 98 – XP – VISTA

7 - 8.1

Lotus Notes

MS Office Suite

OpenOffice

LibreOffice

BMC Remedy IT Service

Management

Assyst Helpdesk

Dameware

PC Anywhere32

Hotliner and Internal Software Developer

February 2007 – March 2012

SRID/SRTD, Paris (14), France

SRID/SRTD is a leading IT service provider in France, with their current major customers as CNP Assurance (subsidiary of 'Caisse des Dépôts' group), CACEIS, SWISS Life, French Chamber of Commerce and Industry.

- Worked as an in-house hotliner in a group of 6 people for the account CNP Insurance Company (with almost 4000 users). Level II supported on software like LOTUS Notes v6, Pack Office, and on Windows XP OS, business applications and development of supporting tools.
- Developed and install a «Knowledge Management» program to improve the quality of services. The program was made in PHP/MySQL inside the intranet.
- Developed a password generator to the IBM AS400 access, a utility to search information of an account in the Active Directory.
- Developed an application using SQLite engine for more than 4000 records imported from a csv file to handle the entire network directory name. With a simple or detailed search, it could give result in a data grid. All of the applications were made with a language called "PureBasic" (close of the 'C' language) or with PHP/MySQL.

Computer Scientist

May 2001 – July 2005

ELINFOR/JYP, Cergy (95), France

ELINFOR/JYP is a seller of electronic devices, computers and servers.

- Assembled and installed servers and network settings. Traveled throughout France to install, change or repair servers for company's customers. Either on-site or remotely substituted administrators of customers' companies during their absence.
- Developed specific software under Delphi 6 to handle customer orders (from Peugeot).

Technical Manager

1997 – April 2001

TVF, Boulogne (92), France

TVF is a subsidiary of Cegedim group, developing and providing Software for a lot of Pharmaceutical Companies. More than 4000 employees.

- At first, was employed by another company who provided the IT outsourcing service to TVF. Worked on-site for TVF as Hotliner and then supervisor of a dedicated help desk for one of its major customer (Schering-Plough pharmaceutical).
- Later, was hired by TVF as a Technical Manager. Supervised 95 technicians.
- Responsible for recruiting, technical training, website administrator of an intranet access for all the hotliners (knowledge base with some CGI scripts developed in Perl). Mentored and developed team members.
- Provided consulting to administrators of TVF's customers in most complicated cases.
- Supervised two dedicated help desks (Smithkline Beecham and Boehringer Ingelheim France).
- Responded to requests for technical assistance by phone, email and/or using a help desk management system.
- Measured and reported on service delivery performance metrics including customer satisfaction surveys and trouble ticket open, closed and breached statistics. Tracked statistics on issue and problem resolution. Developed processes for escalation to Tier 2 and Tier 3 support teams and produced monthly performance reports.

Technical Manager

1994 – 1997

Walter & Go, Presles (95), France

Water & Go specialize in assembling and installing servers and workstations for their customers all over the country.

- Was an associate of the company. Handled Network settings under Novell version 4.10.
- Installed and set up servers, workstations and printers for customers.
- Responsible for sales and business development. Acted as Trainer to customers' staffs.

Computer Technician

1993 – 1994

Pilote Distribution, Paris (17), France

Pilote Distribution is a trader and distributor for variety of products.

- Provided technical support for usability issues and critical site problems, as needed.
- In charge of all aspects related to company's computers (15) and the main software installed in the server and the workstations: «SYBEL Vente Plus». Provided training for the company employees about this software.
- In charge of purchasing new computers.
- Also provided technical support for all users of the company and critical site problems, as needed.

Computer Scientist

1989 – 1990

I.C.T.S, Paris (18), France

I.C.T.S is a software development company.

- Under MS-DOS, developed a payroll software, a software of creating quotes, orders and invoices.
- Installed, configured 5 computers of a small company in a peer to peer network.
- Developed a completed software management company. Provided maintenance and training support as well.

EDUCATION

CELTA, Certificate from Cambridge

May 2015 – June 2015

Received the CELTA: Certificate in Teaching English to Speakers of Other Languages

English Proficiency, TOEIC Certificate

October 2005 – March 2006

GRETA Professional School of English, Paris, France

TOEIC score 795/990

Computer Science, BTEC Higher National Diploma

July 1989

E.S.I.G (Ecole Supérieure d'Informatique et de Gestion), Paris, France

2 years computer science technical degree

Specialized in programming computer, working on desktop computer with Turbo Pascal and DBASE III, programming also under mini-computer IBM36 with COBOL. End year project: Stock management system in COBOL.

High School Diploma, Baccalaureat

July 1987

BASIG, Antony, France

Got the diploma for quantitative technique management and accounting management.

ACTIVITIES & AWARDS

Updated, corrected and succeed with news features for the website www.enthalpya.com with the Zend framework v1.

Created a 6502 CPU Emulator/Simulator, a disk reader and a 6502 assembler for the old Apple II computers and more programs are available at this address: <https://github.com/flaith-nycd>

Collect and rehabilitate old computers (Only Apple IIc/IIe and Apple II GS)

Develop games and utilities. Translate technical documents. Study electronics.

REFEREES

Améziane Ould (Mr.),

Project Manager of Steria Company

Mobile phone: +33 679-761-123

Email: ameziane.ould-yahia@steria.com

Ahmed Osman (Mr.),

Helpdesk Manager of Steria Company

Mobile phone: +33 616-236-023

Email: ahmed.osman92@gmail.com

Vincent Radenac (Mr.),

Customer Service Manager of SRID/SRTD Company

Mobile phone: +33 677-408-428

Email: vradenac@ccip.fr