

VIDAL Nicolas
9 ter ruelle du fond de papillon
60140 Liancourt

Tel : 0686371421
E-Mail : contact@vidalnicolas.fr
Web : <http://www.vidalnicolas.fr>



Service Delivery Associate

- 12 Year experience on IT service management
- Fluent in French, English : reading writing spoken (quickly perfectible)

Professional Experience

Unisys France

March 2018 – Today Service Delivery Associate for Air France-KLM IT Contract

- Implementation of new services and transition management.
- Digital transformation.
- Development and deployment of innovative solution.
- Creation and optimization of processes.

March 2014 - March 2018 Problem Manager for Air France-KLM IT Contract

- Detection and providing solutions to problems (work arounds & known errors) and prevents their reoccurrence Minimize the impact of problems on the organization.
- Development and implementation of production tools.
- Key Performance Indicators production.

SITA Telecom

2011 - March 2014 SLA Manager for Air France-KLM IT Contract

- Process optimization, development of area for improvement.
- Development and implementation of production tools.
- Key Performance Indicator production.
- Manager for a team of 5 project coordinator.
- Employee training (Excel advanced use, Application Development).

2007 - 2011 Team Leader for Air France-KLM IT Contract

- Managing a team of 8 employee.
- Writing, validation and implementation of process.
- Training of technicians.
- Implementation of new contract.

Education & Training

2015 ITIL® Foundation Certificate in IT Service Management

2009 Level 3 Introductory Certificate in Management

2003 BTEC Higher National Diploma in IT

Knowledge And Skills

- | | | |
|-------------------|----------------------|------------------------|
| IT service | • ITIL Practice | • Service Delivery |
| | • Project management | • Process optimization |
| | • Team management | • AWS Cloud |
| | • Service Support | • Ms Azure |

Network Programming

LAN administration, implementation of new network, CISCO Product
Python, C#, PHP, SQL, Web language