

David Voillemin

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Rockingham Park 2,
Leixlip, Co Kildare, Ireland

TECHNICAL SUPPORT ANALYST

COMPETENCES & SKILLS

LANGUAGES

Native French speaker
Fluent English
Fluent Spanish
Basic knowledge of Portuguese

IT

Windows, Mac OS
Internet, FTP, HTML/CSS, API
Windows Server 2003-2012
Linux base Webserver
Remote tool (LMI, VNC, MSTSC, MSRA,
Webex)
Microsoft Office 2010/2013 (including
SharePoint)

EXPERIENCE

August 2015-Now **Technical Support Analyst**, "SYMANTEC", Dublin, Ireland

- Multilingual Technical Support (English, Spanish and French)
- SSL Certificates and Code Signing Specialist
- Delivering excellent customer service in order to resolve customer concerns and retain customers.
- Ensuring top customer experience by answering any questions or resolving any problems that our customers report.
- Working with technical support engineers to resolve issues reported by customers.
- Providing assistance via phone, chat, remote sessions and email
- Using of all appropriate database, web and telephony tools effectively, reporting faults to helpdesk or supervisors as soon as they occur.
- Advising customers on best practices to increase their web security.
- Achieving performance targets with a focus on quality of service

July 2015

Operational Analyst, “CPL/HP”, Leixlip, Ireland

- Working with Service Delivery Team on Improvement and Improvement Plan
- Analyzing and Understanding issues affecting operational side of the Service Desk
- Ensuring all policies and procedures are accurate and up-to-date where required
- Acting as an official communications point into the Service Desk, from the Client and Service Delivery Team.
- Acting as 2nd level Escalations point of contact
- Quality - CSAT/DSAT Analyzing and Reporting

April 2014- June 2015 **Coach Level 1 Global Service Desk**, “CPL/HP”, Leixlip, Ireland

- Assisting agents with technical troubleshooting, process guidance
- Communicating changes and introduction to new processes
- Critical Incident Handling
- Tickets quality assessment and feedback providing to agents
- Preparation & presentation of quality events (Quality Day-Quiz)
- Installation of computer, reimaging
- Technical Training (New starter, refresh, training material creation)
- Supervising backup coaches

July 2013– April 2014 **Technical Support Analyst**, “CPL/HP”, Leixlip, Ireland

- Answering calls within SLA and in a professional manner
- Logging tickets according to processes
- Resolve a high percentage of customer issues using the relevant tools and knowledge base
- Completing follow up on cases until resolution and customer satisfaction reached
- Back office tasks
- Working to achieve individual and team goals (SLA)

July 2009 – July 2014 **Community Manager** (Volunteer), Electronic Sport League.

- Managing Benelux staff (20 people)
- Event organization (Competition, Giveaway, Contest)
- Customer Support (Technical Support, Complaints, Queries)
- Partner relationship (Partner research, KPI analysis, Promotion)
- Community animation (Forum, Twitter, Facebook)

Jan 2013-Mar 2013 **Team Leader**, “Cap2Call/Gaz de France”, Chaumont, France

- Monitoring ACD phone queues and call flow
- Managing team schedules
- Call Quality assessment (side-by-side and recorded calls)
- Providing feedback and coaching
- Sales animation (Sales contest)

Sept 2011-May 2012 **Customer Service Representative**, "Sellbytel/Epson", Barcelona, Spain

- Handling incoming calls from customers
 - IT Peripheral and consumable sales
 - Pre-sales consumer advise
 - Telesales
 - After-sales issue management
- Building customer relationship
- Completing follow up on cases until resolution and customer satisfaction reached
- Complaint management
- Back office tasks
- Working to achieve individual and team goals (SLA);
- Protecting confidential and sensitive information and materials;
- Observing strict compliance to licensing, copyright and trademark legislation

EDUCATION

- 2008-2011 **Bachelor's Degree in International Business**,
"ESC Business School" Dijon, France
ERASMUS - Business Management,
"Burgos University", Castilla y Leon, Spain
- 2005-2008 **Technologic Academic Studies in Engineering and Business**,
"School of Technology and Business", Belfort, France
- 2005 **High School Diploma in Mechanical Engineering**, France

INTERESTS

Traveling
Soccer
eSport