Joseph PARÉDÈS
Available in the Canton of Genève, Vaud and surrounding areas
France
Phone : 33 (6) 49 98 19 78
Email : info@JosephPAREDES.com
Website : www.JosephPAREDES.com:

PROFESSIONAL OBJECTIVE:

As an expert in project management with extensive versatility and over ten years of experience in the IT industry, I can handle projects from initiation to completion while ensuring the stability and security of IT infrastructures. My comprehensive expertise in full-stack development enables me to create end-to-end applications, ranging from user interface design to production deployment. With a profound understanding of every stage of the software development process, I can successfully execute complex projects and enhance client satisfaction, mainly when collaborating within an international team.

WORKING EXPERIENCE:

December 2022 — June 2023:
Project Manager IT, Machaj Wayra (Humanitarian NGO between France and Bolivia), Redesign of the website. Strasbourg. FRANCE.

SITUATION: As the webmaster for a humanitarian NGO, I was responsible for overseeing the redesign of our website using the WordPress content management system (CMS).
TASK: My task was to lead the project and ensure that the new website met the needs and requirements of our organization. This included working with a team of designers and developers, as well as collaborating with stakeholders to gather feedback and input.
ACTION: To complete this task, I took the following actions:
- Conducted a thorough analysis of our current website, including its strengths and weaknesses, to identify areas for improvement
- Developed a project plan and timeline for the redesign, including clear goals and deliverables
- Installed and configured the WordPress CMS on our server
- Collaborated with the design and development team to create wireframes and prototypes of the new website using WordPress templates and plugins
- Gathered and incorporated feedback from stakeholders through regular meetings and review sessions
- Tested and debugged the new website to ensure that it was functioning properly and that all content was properly displayed and organized within WordPress

RESULT: As a result of my efforts, the new website was successfully launched on schedule using the WordPress CMS. The redesign received positive feedback from stakeholders, and the website received a significant increase in traffic and engagement. The new website also improved the overall user experience and helped to further the mission of our organization. The use of WordPress also made it easier for our team to manage and update the website going forward.
TECHNICAL ENVIRONMENT / SOFTWARE: Adobe Cloud (Photoshop, InDesign, Illustrator), SEO, Sublime Text, Atom et Visual Studio Code; Git ; Trello, Jira, WordPress.

February 2020 — July 2022:
System Administrator, Électricité de Strasbourg -ÉS (the most important electrical supply company in Eastern France, in all Alsace), Mundolsheim, France.

SITUATION: I ensure the availability and reliability of more than 500 servers and related infrastructure in a Cloud-based environment. This is critical for smooth business operation. InTunes, Microsoft Azure and CentOS. More than 3500 directs users.

TASK: As a Cloud-based system administrator, I am responsible for installing and configuring servers, monitoring system performance, and troubleshooting issues. I must have in-depth knowledge of systems and technologies and be able to identify and solve problems quickly, including managing CRUD data and the Active Directory, Microsoft Azure, InTunes VMWare.

ACTION: As a Cloud-based system administrator, I use monitoring and diagnostic tools and work with the IT team and stakeholders to understand and meet system requirements in the cloud, utilizing strong communication and time management skills.

RESULT: As a Cloud-based system administrator, I ensure server availability and reliability, manage data and Microsoft Azure services, and work with the IT team and stakeholders to meet system requirements in the cloud. I minimize downtime and improve system stability, leading to client satisfaction.

TECHNICAL ENVIRONMENT / SOFTWARE:
- Virtualization software (such as VMware, Hyper-V, or VirtualBox)
- Remote access software (such as Remote Desktop or Microsoft Teams)
- Anti-virus and security software (such as Symantec Endpoint Protection or Windows Defender)
- Operating systems: Windows, CentOS, Android, iOS
- FTP software: FileZilla, CyberDuck, FireFTP (Firefox extension)
- SSH tools : MobaXterm
- Server configuration: DNS, DHCP
- Databases: MySQL, XML, SQL
- Security: Bitlocker
- Server configuration: DNS, DHCP
- Networking: modem, LAN, WLAN, TCP/IP, VPN
- Telephony: LAN, WLAN, IPv4
- Development technologies: C++, PHP, HTML5, CSS3, JavaScript
- Ticketing (ITIL - SLA): EasyVista (ServiceManager)
- MDM - CMDB (Service Manager Software): GLPI
- Office automation: MS-Office (Word, Excel, PowerPoint), LibreOffice, OpenOffice.

July 2019 — February 2020: System Administrator. Eurométropole de Strasbourg (Strasbourg City Hall) Strasbourg. FRANCE.

SITUATION: I ensure the availability and reliability of 700 servers and other infrastructure in a DATA Center and PRA. This is critical for smooth business operation. More than 9000 directs users.

TASK: I am responsible for installing and configuring servers, monitoring system performance, and troubleshooting issues. I must have in-depth knowledge of systems and technologies and be able to identify and solve problems quickly, including managing CRUD data and the Active Directory.

ACTION: I use monitoring and diagnostic tools and work with IT team and stakeholders to understand and meet system requirements, utilizing strong communication and time management skills.

RESULT: As a system administrator in a Data Center and PRA, I ensure server availability and reliability, manage data and Active Directory, and work with IT team and stakeholders to meet system requirements. I minimize downtime and improve system stability, leading to client satisfaction.

TECHNICAL ENVIRONMENT / SOFTWARE:
- Virtualization software (such as VMware, Hyper-V, or VirtualBox)
- Remote access software (such as Remote Desktop Connection or Microsoft Teams) Citrix Director.
- Anti-virus and security software (such as Symantec Endpoint Protection or Windows Defender)
- Operating systems: Windows 10, 7, CentOS 6, Android, Windows Server 2008, 2012, Linux (Red Hat (v. 7.0 - v.9), openSUSE(v9.0 - v. 10))
- FTP software: FileZilla, CyberDuck, FireFTP (Firefox extension)

- SSH tools : MobaXterm, Putty
- Server configuration: DNS, DHCP
- Servers: HP, IBM, Dell
- Databases: MySQL, XML, SQL
- Security: Bitlocker
- Server configuration: DNS, DHCP
- Networking: modem, LAN, WLAN, TCP/IP, VPN
- Telephony: LAN, WLAN, IPv4
- Development technologies: C++, PHP, HTML5, CSS3, JavaScript
- Ticketing : EsasyVista (ServiceManager)
- Office automation: MS-Office (Word, Excel, PowerPoint), LibreOffice, OpenOffice.

July 2019 — July 2019: Technician IT L1 / L2. Merck (Merck is a German pharmaceutical and biotechnology company), Molsheim. FRANCE.

SITUATION: As a level 2 technical support technician, I am responsible for providing advanced technical support to our users.

TASK: This includes troubleshooting complex issues, escalating problems to higher level support as needed, and helping users resolve problems with their systems and software.

ACTION: I use a variety of tools and techniques to perform these tasks, including remote access software and diagnostic tools. I also work with other members of the IT team and stakeholders to ensure that problems are resolved in a timely manner.

RESULT: By providing advanced technical support to our users, I am able to help them stay productive and ensure that our business can operate smoothly. My efforts have also contributed to improving user satisfaction and the overall user experience. Improvement of my written English due to regular usage.

TECHNICAL ENVIRONMENT / SOFTWARE:
- FTP software: FileZilla, CyberDuck, FireFTP (Firefox extension)
- Server configuration: DNS, DHCP
- Networking: modem, LAN, WLAN
- Networking: modem, LAN, WLAN, TCP/IP, VPN
- Ticketing : ServiceNow
- Office automation: MS-Office (Word, Excel, PowerPoint).

Juin 2016 — December 2019: Google-Certified Photographer. Google. Strasbourg. FRANCE.

SITUATION: As a photographer for Google Maps, I am responsible for capturing high-quality images of various locations to be included in Google Maps.

TASK: This includes planning and executing photo shoots, editing and processing images, and uploading them to the Google Maps database.

ACTION: I use a variety of tools and techniques to perform these tasks, including camera equipment and editing software. I also work with the Google Maps team to understand their requirements and ensure that my images meet their standards.

RESULT: By capturing and uploading high-quality images of various locations, I am able to help improve the accuracy and usefulness of Google Maps for users around the world. My efforts have also contributed to enhancing the overall user experience of the platform.

TECHNICAL ENVIRONMENT / SOFTWARE:
Adobe Suite (Adobe Cloud today); Self-Employed; Adobe Photoshop; Adobe Lightroom. Microsoft Office; Digital Photo Professional 4 (Canon); Ricoh Theta 360 degrees

August 2015 — August 2015: HelpDesk. Strasbourg University. Strasbourg. FRANCE.

SITUATION: As a member of the help desk team, I am responsible for providing technical support to our users.
TASK: This includes answering user questions, troubleshooting issues, and helping users resolve problems with their systems and software.
ACTION: I use a variety of tools and techniques to perform these tasks, including remote access software and diagnostic tools. I also work with other members of the IT team to escalate issues and ensure that problems are resolved in a timely manner.
RESULT: By providing timely and effective technical support to our users, I am able to help them stay productive and ensure that our business can operate smoothly. My efforts have also contributed to improving user satisfaction and the overall user experience.
TECHNICAL ENVIRONMENT / SOFTWARE:
- Anti-virus and security software (such as Symantec Endpoint Protection or Windows Defender)
- Operating systems: Windows 10, 7, Windows Server 2008.
- Office automation: MS-Office (Word, Excel, PowerPoint).

July 2013 — August 2013: HelpDesk. Strasbourg University. Strasbourg. FRANCE.

SITUATION: As a member of the help desk team, I am responsible for providing technical support to our users.
TASK: This includes answering user questions, troubleshooting issues, and helping users resolve problems with their systems and software.
ACTION: I use a variety of tools and techniques to perform these tasks, including remote access software and diagnostic tools. I also work with other members of the IT team to escalate issues and ensure that problems are resolved in a timely manner.
RESULT: By providing timely and effective technical support to our users, I am able to help them stay productive and ensure that our business can operate smoothly. My efforts have also contributed to improving user satisfaction and the overall user experience.
TECHNICAL ENVIRONMENT / SOFTWARE:
- Anti-virus and security software (such as Symantec Endpoint Protection or Windows Defender)
- Operating systems: Windows 10, 7, Windows Server 2008.
- Microsoft office (Word, Excel, PowerPoint)

September 2004 — July 2005: Technician IT. fBDM (Bolivian Foundation for Multy-Party Democracy). La Paz. BOLIVIE.

SITUATION: As a network administrator, I am responsible for designing, implementing, and maintaining the network infrastructure for our organization.
TASK: This includes installing and configuring network hardware and software, monitoring network performance, and troubleshooting issues.
ACTION: I use a variety of tools and techniques to perform these tasks, including network monitoring software and diagnostic tools. I also work with other members of the IT team and stakeholders to understand their needs and ensure that the network meets their requirements.
RESULT: By effectively managing our network infrastructure, I am able to minimize downtime and ensure that our business can operate smoothly and efficiently. My efforts have also contributed to improving the overall reliability and performance of the network.
TECHNICAL ENVIRONMENT / SOFTWARE:
- Remote access software (MSN Messenger)
- Citrix Director.
- Anti-virus and security software (such as Symantec Endpoint Protection or Windows Defender)
- Operating systems: Windows 10, 7, CentOS, Android, Windows Server et 2003, Linux (Red Hat (v. 7.0 - v.9), openSUSE(v9.0 - v. 10))
- FTP software: FileZilla, eMule; Kazaa
- Server configuration: DNS, DHCP
- Databases: MySQL, SQL
- CMS : Joomla

- Server configuration: DNS, DHCP
- Networking: modem, LAN, WLAN
- Development technologies: PHP, HTML5, CSS3, JavaScript
- Office automation: MS-Office (Word, Excel, PowerPoint), LibreOffice, OpenOffice.

January 2004 — November 2004: Technician IT Network. Faculty of Humanities and Social Sciences. La Paz. BOLIVIE.

SITUATION: In my previous position as IT network manager, I was responsible for managing the company's computer networks, both internally and externally.

TASK: My role was to ensure the smooth operation and security of the networks, as well as manage user support requests and troubleshoot technical issues.

ACTION: To fulfill these tasks, I implemented security policies to protect company data, configured and maintained network equipment, provided assistance to users, and worked closely with the IT team to troubleshoot issues and improve processes.

RESULT: As a result of my efforts, I was able to maintain the availability and stability of the company's networks, reduce downtime, and improve user satisfaction. In addition, I contributed to the implementation of new network technologies and the improvement of the company's security.

TECHNICAL ENVIRONMENT / SOFTWARE:
- Remote access software (MSN Messenger)
- Citrix Director.
- Anti-virus and security software (such as Symantec Endpoint Protection or Windows Defender)
- Operating systems: Windows 10, 7, Android, Windows Server et 2003, Linux (Red Hat (v. 7.0 - v.9), openSUSE(v9.0 - v. 10))
- FTP software: FileZilla, eMule; Kazaa
- Server configuration: DNS, DHCP
- Databases: MySQL, SQL
- CMS : Joomla
- Server configuration: DNS, DHCP
- Networking: modem, LAN, WLAN
- Development technologies: PHP, HTML5, CSS3, JavaScript
- Office automation : MS-Office (Word, Excel, PowerPoint)., LibreOffice, OpenOffice.

August 1998 — September 2012: CEO and Webmaster. PachaNET (Société for the Website's creation). Cochabamba. BOLIVIE.

SITUATION: Both the CEO of a startup and the webmaster are responsible for leading and managing their respective organizations or teams.

TASK: Both the CEO and the webmaster are responsible for setting direction and strategy, managing budgets and financial performance, and overseeing various functions and departments.

ACTION: Both the CEO and the webmaster use various tools and techniques to perform their tasks, including data analysis and financial modeling for the CEO, and HTML and web development software for the webmaster. They also both use communication and leadership skills to motivate and inspire their teams.

RESULT: Both the CEO and the webmaster are able to drive growth and improve the overall performance and success of their organizations by effectively leading and managing their teams. Their efforts contribute to the achievement of goals and the improvement of the user experience and functionality.

TECHNICAL ENVIRONMENT / SOFTWARE:
Macromedia Flash Player, TextEditor, HTML, JavaScript; CMS: Joomla. DHCP, DCP, Modem Services.

EDUCATION:

09/2022-12/2022: German. GRETA (Formation Center). Strasbourg. FRANCE
09/2021-09/2023: Master CAWEB (Master's Degree in IT Projects Manager). University of Strasbourg. FRANCE
05/2018-12/2018: Software Developer (Technician IT). ÉLAN (Formation Center). Strasbourg. FRANCE
09/2016-08/2017: PhD in Philosophy. Bergische Universität Wuppertal (University). Wuppertal. GERMANY
2014-2016: Master's degree. University of Strasbourg. Strasbourg. FRANCE.
2012-2013: Licence d'Espagnol (French equivalent to a Bachelor's Degree in Spanish). Strasbourg; FRANCE.
2010-2011: Master in Philosophy and Sciences Politics (Master's Degrees). CIDES-UMSA. La Paz. BOLIVIA.
2006-2009: Licence en Philosophie (French equivalent to a Bachelor's Degree in Philosophy). UMSA. La Paz. BOLIVIA.
1997-1999: Génie Informatique (French equivalent to an IT Systems Engineer)

OTHER SKILLS :

Languages : French, Spanish : bilingual – German : A2 – English : B2.

INTERESTS :

Photography, Swimming, Sky, Cycle, Trekking, Volunteer Firefighter.