

Roland Flutet

IT Service & Support Specialist

Bilingual in English and French
Permanent resident in Canada

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☎ 604-363-7289

I am a creative, enthusiastic and dedicated professional with 8 years' experience in IT Services & Support including 4 years in a management role. I strive to develop trusted relationships based on honesty and mutual understanding, while focusing on building reliable solutions. Problem solver and consensus builder, I aim to get the best from people while maintaining a healthy and efficient work environment.

Key strengths: problem solving, leadership, innovation, communication, adaptability, planning, ethics

Professional Experience

SUTUS
June 2012 – May 2013

Support Manager based in Burnaby, BC

- Strategic and operational supervision of the support team, interface with the other operational teams, hierarchical point of escalation for support issues
- Worked closely with Account Managers to meet business requirements and ensure customer satisfaction
- Defined *Service Level Agreements* with key stakeholders, and implemented *KPIs* with regular reporting to customers and other internal teams
- Lead project to transition the customer support to a SaaS model (the SUTUS solution becoming a managed service), with the Technical team becoming a Service Desk handling configuration management as well as incidents
- Liaised with 3rd party vendors involved in delivering the service to our customers
- Lead project to create a knowledge base and outsource 1st line of support
- Contributed to design and implement the new deployment process of the solution

SUTUS
March 2012 – May 2012

Support Engineering Team Lead based in Burnaby, BC

- Operational supervision of the team (staffing, load balancing, escalations...)
- Creation and improvement of support tools (ticketing system, remote support...)
- Definition and enforcement of the support/escalation processes
- Acted as a Sales Engineer for deployment at customers' locations and training
- Lead project to design and implement a rollout strategy for the new software versions across the customers fleet (800+ locations) using cloud-based tool

SUTUS
Sept. 2011 – Feb. 2012

Support Engineer based in Burnaby, BC

- Tier-2&3 technical support by Phone & Email of SUTUS' All-in-One server (includes IP PBX, Router/Firewall, VPN, Email server, File server, etc.)
- Extensive use of Linux, VoIP (Asterisk, SIP), Network (DNS, DHCP, etc.)
- Lead project to implement 24/7 on-call technical support

Self Employed
January - June 2011

Consultant for Small Business & Home Computing based on Saltspring Isl., BC

- Assistance in choice and configuration of equipment and software
- Transition management, training and desk-side support
- Website design, realisation and update (php, mysql, css, javascript)

Wolseley Group
March 2006 - April 2009

I.T. Services Manager based in Lyon, France at *Wolseley Technology Centre*

- Lead project to create national and international IT support team
- Responsible for delivering and supporting the I.T. services to in-house customers of the company in several European countries
- Recruitment, training and day-to-day management of the support team (8 people)
- Co-ordination of technical resources and communication with customers
- First senior point of escalation for the client, and relay with 3rd party vendors
- Set-up of *ITIL compliant* tools and procedures; design and implementation of rules related to the *Sarbanes-Oxley Act*
- Definition of *Service Level Agreement* and support point of contact for specific services with each user community
- Transition from a national-based organization to a Global I.T. Service Delivery

EB Solutions
January - July 2004

2nd Level Client Support Manager (CAD/CAM-PDM integration products)

- Lead project to design and implement the Incident process and related tools

Education

- 2005 - 2006 **Master MIAGE – Decision Making Systems**
(Master's degree in Management Information Systems)
University Claude Bernard Lyon 1
- Information System Engineering & Database Design
 - Network Architecture & Operational Research
 - IT Project Management, Knowledge Base & Technology Scouting
- 2004 - 2005 **University of Toronto**
Exchange Student (Ontario / Rhône-Alpes program)
- 2000 - 2003 **Bachelor of Computer Science applied to Business Management**
University Claude Bernard Lyon 1

Skills & Abilities

- Languages** **French : native language**
English : bilingual
Spanish, German: basic conversation
- Management & Communication** **IT Service Management**
Team and Project management
Experienced presenter and trainer
Relationship with key stakeholders and financial sponsors
- Best practices & Quality Management** I.T. Services Delivery and Support: **ITIL Foundation certified** (88%)
ISO 20.000 (3-day training in 2008)
- Software & Systems** Office, Access, Apache, Bugzilla, Photoshop, Wordpress
Windows, Unix, Linux, HPOpenView, web hosting & DNS, ACD & VoIP

Volunteer Experience

- Alumni Lyon 1** **Online Community Manager** and member of the board
2010-2012
➤ Implementation of the online subscription & payment on alumni.univ-lyon1.fr
- MIAGE Connection** **Founder** and honorary member of the national association
2004 - 2008
➤ Creation of the national online directory of MIAGE alumni on www.miage.net
➤ Speaker during the Annual Conference of the association
- University Lyon 1** **Vice President** and member of the University Council
2000 - 2006
➤ Member of the Presidential team, management of the Student Office
President of *MIAGE Lyon* student association (2002-2003)
➤ Management of 12-person team, organisation of cultural and sporting events
- MIAGE National Conference** **Event Planner & Manager**
June 2003 - May 2004
➤ Management of a 20-person team.
➤ Planning and management of €65,000 (C\$85,000) budget
- SDIS 69** **Volunteer Fire-Fighter and Emergency Medical Technician**
1994 - 2001
➤ Master-Corporal with various specialized training
➤ Responsible for documentation and Webmaster

Other Interests

- Other interests** Sailing, scuba diving, hiking and photography
Food and wine, gardening, home brewing
- Ze Big Trip** **Independent Traveller** across 14 countries, creation of www.ze-big-trip.com,
May 2009 - October 2010 publication of 18,000 photos and more than 130 articles in French and English

References available on request