

Technical support / Customer service – French speaker

Cyril Jacquier

Originating from France, has moved in Dublin in May 2006

Currently located in Dublin 12 (Drimnagh)

Contacts:

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Experiences



Position: Customer Operation Agent
Date: 18th Dec. 07 – 18th Dec. 09
Location: George's Quay House (Dublin 2)

Tasks: To provide customer service to the end users, and to assist the clients
Contract: 07:30am – 04:30pm, 26K/a + bonus



Position: Account coordinator
Date: 26th Nov. 07 – 17th Dec. 07
Location: Gordon house (Dublin 4)
Tasks: To check the processing of the advertisings
Contract: Mon-Fri 09am-18pm, 25K/a basis
Recruited and managed by Manpower (<http://www.manpower.com>)

Position: Telemarketing agent
Date: 30th Oct. 07 – 07th Nov. 07
Location: The Airways Industrial Estate (Santry)



Tasks: To update a contacts database
Contract: 08.30am-04.30pm, €11/h (2 days ext. to 7)
Recruited and managed by Hays (<http://www.hays.com>)



Position: Customer Care Agent
Date: 5th Jul. 07 - 28th Sept. 07
Location: The Ballycoolin Business Park (Blanchardstown)

Tasks: To provide some information to the customers and resellers regarding the company's products, reference numbers and their current licenses.
Contract: Mon-Fri, 08am-04.30pm, €423/week (3 months temp. contract)
Recruited and managed by Eden (www.edenrecruitment.ie)



i n v e n t

Contract: Mon-Fri, 06am-03pm to 02pm-11pm, 20K/a + bonus

Position: Technical Support Agent
Date: 4th Sept. 06 - 11th May 07
Location: The Belfied Park office (Clonskeagh)

Tasks: To provide some technical support to the company's R&D department

Recruited and managed by cpl (www.cpl.ie)



Microsoft Office courses

Date: August 2006

Location: iact (Saint Stephen's green, www.iact.ie)

Topics: Word, Excel, Illustrator and InDesign

IT background

The Microsoft Office package

Good level	Word, Outlook, Windows XP/2000, Internet Explorer
Average level	Excel, Acrobat
Basics	PowerPoint

Databases

Good level	Peregrine Service Center, Active Directory, Oracle
Basics	SAP, Microsoft Exchange Server, Clarify

Web / multimedia

Master	Director 7.02, Photoshop 6.0
Good level	3DSmax 5.0, Dreamweaver MX, web design/administration
Basics	Illustrator, InDesign, project management

Languages

Native	French
Fluent	English
Basics	German

Previous experiences in France

2004-2006: Various part-time jobs

- movings, deliveries, children watches, woodcutting, apprentice-chef

2002-2004: Game design and project management studies (Valenciennes)

- Game design documents drafting, project management training, introductions to 3D, programming, level / sound / character design, movie direction etc

2001-2002: part-time jobs (Auxerre)

- general operative, website development assistant (graphics, basic html, update)

1999-2000: freelance multi-media developer (Strasbourg)

1998-1999: employed as a multi-media developer at IMexpert (Strasbourg)

- multimedia development (CD-rom, websites, tests, pictures processing etc)

1997-1998: computer graphics studies (Toulouse)

- introduction to Photoshop, Premiere, Director, Illustrator, html, photographs etc

1996: National Service (in the military facilities of the S.T.A.T, Versailles)

- taxi and bus driver

Interests

- board / video / cards / sport games
(everything that makes people join, compete and have fun together)
- video games and websites projects
(to recruit and manage people, to write work documents, to advertise, to test etc)
- Astronomy, science-fiction comics / movies etc
- cartoons, trekking, swimming, rollers and children
- languages (I learn German in an evening course)