



XAVIER MUFF

IT SUPPORT ENGINEER

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PERSONALITY

Curious and tenacious, I know how to carry out the tasks assigned to me and show initiative.

Very comfortable with all types of contacts. I'm empathic and appreciated by my correspondents and my colleagues.

OBJECTIVES

To progress in a modern and dynamic company, evolve in a team spirit.

To meet demanding customers and suggest innovative solutions while exceeding my objectives at each opportunity.

PERSONAL INTERESTS



LANGUAGES

French, native language (C1)

English, upper intermediate (B2-C1)

German, basic knowledge (A2)

EXPERIENCES

Swissquote Bank SA, Gland – Service Desk Specialist

SINCE OCTOBER 2018

- Internal IT support
- Management of IT users infrastructure (phone, desktops)
- Implementation and management of international IT services solutions
- SCCM specialist (administration)
- Scripting specialist (mainly AD, Exchange and SCCM)
- VMware specialist
- IT apprentice supervisor

Net4All SA, Ecublens – IT support engineer L1, L2 et L3

MARCH 2015 TO OCTOBER 2018

- Customer support for requests and incidents
- Process and tracks L1, L2 and L3 incidents/requests
- Implementation of IT services and solutions
- Documentation and improvement of internal and customer processes
- Management of IT infrastructures
- Management of system and network solutions
- Customer and pre-sale service

TJ Informatique, Lutry – Apprentice then junior IT support engineer

AUGUST 2012 TO MARCH 2015

SKILLS

MS Server 2003 to 2016

SCCM 2012 R2

WSUS

Active Directory

Exchange 2007 to 2016

SQL Server 2008 to 2012

Windows 7 to 10

Office 2007 to 2016

Incident management accord. to ITIL

Hypervisors VMware and Hyper-V

Linux Debian

Monitoring Shinken Nagios

PROGRAMMING

PowerShell, VB script, C# and C++, PHP & MySQL

EDUCATION

CEP

ETML & EPSIC

School

Apprentice supervisor

IT Technician CFC

VSG