

# Denis Bredelet

Technical Support Engineer



My passion is in new technologies. I work at making it work for my customers. I like to look for minute details that have large impact on a system. Networked services are the daily centre of my attention.

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## Work Experience

2001 to date

**Apple UK**

Provide 3<sup>rd</sup> tier support in direct contact with the customer. Interact using E-mail and occasionally phone to diagnose, troubleshoot, solve client/server issues. Drive customer satisfaction and set bases for renewal of support contract.

Integrate in a team dealing with requests from companies, universities, agencies. The diversity of configurations and services requires a variety of competences. Team members exchange expertise.

Write documentation in the form of Knowledge Base articles. Work with the Engineering department through bug reporting, bug updates and informal discussions.

Identify and single out issues that require special attention. These are visible to the field engineers and to the developers, for impact tracking and regular progress update.

Use scripting and Java skills for debugging code and writing solutions. Support a Java application server (WebObjects.)

2000

**NTL France**

Develop an application to interface mobile Windows CE terminals with corporate Oracle database. It initializes the terminals with data from the database and integrates the questionnaires stored on the terminals through a LAN. (2.5 months)

2000

**Xerox XRCE  
Meylan, France**

Final project for Ensimag cursus. Program of a Java automatic wrapper generator for Web pages, based on a prototype in scripting language. Work in team with another Ensimag student. Our project continued its development as part of a commercial product. (6 months)

## Studies

1998 to 2000

**Ensimag France**

Graduate Computer Science Engineer at this institution now worldwide famous based on its excellence.

1998

**Roma3 University  
Italy**

Studies abroad with european programme Socrates. Computer science, Web semantics, 3D programming: OpenGL, FL (see <http://www.plasm.net>) (6 months)

1994 to 1998

**Orsay University  
France**

Maîtrise in Computer Science (grade A / 4<sup>th</sup> year degree). DEUG degree in Physics. Orsay University is the best ranked university for Science in France.

## Skills

Technical

MacOS X, Windows, UNIX. LDAP directory, Kerberos. Samba, NFS, WebDAV. Apache, TomCat. NFS, ZeroConf. Java application server, Oracle.

Java, C/C++, ObjC, SQL, XML, various scripting and programming languages.

Language

Native French. Fluent in English. I can help with Italian, Portuguese and German.

## Hobbies

Sailing, hiking, litterature, comics, music, design