

# Denis Bredelet

Technical Support Engineer



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## Work Experience

2001 to date

Apple UK

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

Integrate in a team dealing with enterprise level requests. The diversity of configurations and services requires a variety of competences. The team members exchange expertise.

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

Identify and single out issues that require special attention. These are visible to the field engineers and 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 m)

2000

Xerox Research Centre Europe (Meylan)

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

## Studies

1998 to 2000

Ensimag France

Graduate Computer Science Engineer at Ensimag, an institution internationally known for its excellence. Programming theory and implementation, parallelism, logic, systems, business.

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 / 4th year degree): Algorithmic, language theory, logic, signals, IC design. DEUG degree in Physics: Quantum mechanics, relativity, optics, chemistry, mathematics, fluid mechanics. Field visit with theme: Design. 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, literature, comics, music, design