



**Joe MILAN CHARTOUNI**

French/Lebanese, residing in Paris

Owner of French Driving License and vehicle

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## International IT Business Analyst & Software Engineer

### CAREER OBJECTIVE

Seeking the opportunity to work abroad, in the Anglo-Saxon system, more incline to continually offer challenges and opportunities of rise in responsibilities, in accordance with my ambitious personality. Looking for a position involving both the practice of IT Business Analysis and the potential to evolve into International Business Development.

### TECHNICAL SKILLS

**Daily Use:** Oracle, SQL, VB.NET, Microsoft Visual Studio, Team Foundation Server, IIS, XML, Microsoft Office, Mantis

**Other Skills:** Java/Java EE, Eclipse, Android Mobile Development and ROM Hacking, PHP, MySQL, WAMP, Apache, PhpMyAdmin, HTML, CSS, JavaScript, jQuery, WordPress, Drupal, Networking, Proxmox, Sahi, HP Quality Center, Jira, TTP

### PROFESSIONAL EXPERIENCE

**Jul 2017 – Now**  
(2 years and a half)

#### IT Business Analyst & Software Engineer

Sword Group, IT Services, Paris, 2000 Employees, 19 Countries – Intellectual Property Dept.

**Project MyIPO:** Deployment and maintenance of a modern IT system for the management of Intellectual Property at the Ministry of Intellectual Property in Malaysia.

- Lead of frequent workshops in Malaysia, for requirements assessment and user training.
- Writing of detailed functional specifications in English.
- Coaching developers in Paris on the implementation, as a Business Analyst referent.
- Fulfillment of extended Quality Control tests.
- Management and fulfillment of the Data Migration sub-project (VB.NET Development).

#### Mission based in Kuala Lumpur (Nov 2018 – Nov 2019):

- On-site proximity support in Malaysia with users of the new system after its delivery in production.
- Highly reactive and proactive subjects' prioritization, organization and monitoring in crisis situations.
- Team Lead and coordination of an on-site team of 3 people.

**Tools/Languages:** VB.NET, Oracle, SQL Developer, Mantis, TFS, IIS, Visual Studio, Microsoft Office.

**Context:** Team of 5 to 10 people, V-Cycle Methodology, VB.NET Applications, Oracle Database.

#### Achievements:

- Produced quality specification documents, gaining the client's trust to sign the project (Dec 2017).
- Helped delivering system in production and stabilizing the system after early use crisis (Jan 2019).
- Gave clear visibility to the management in Paris on the situation on-site, for decision taking.
- Gained the client's trust for taking in charge the specification of the second phase (on going).

**Jul 2016 – Jul 2017**  
(1 year)

#### Assistant IT Business Analyst & QA Responsible

Sword Group, IT Services, Paris, 2000 Employees, 19 Countries – Intellectual Property Dept.

**Project IPONZ:** Deployment and maintenance of a modern IT system for the management of Intellectual Property at the Ministry of Intellectual Property in New Zealand.

- Fulfillment of extended Quality Control tests.
- Debugging and coaching developers in Paris on the implementation of new features and bug fixes.
- Lead of workshops in New Zealand, for requirements assessment.
- Writing of detailed functional specifications in English.

**Tools/Languages:** VB.NET, Oracle, SQL Developer, Jira, TFS, IIS, Visual Studio, Microsoft Office.

**Context:** Team of 5 to 10 people, V-Cycle Methodology, VB.NET Applications, Oracle Database.

#### Achievements:

- Delivery of 5 major versions for NZ with a reliability rate close to 100%.
- Provided quality specifications, allowing the sign-off of a new phase of the project (Jul 2017).



Jan 2015 – Jul 2016  
(1 year and a half)

JCDecaux

### IT Business Analyst

JCDecaux, Street Furniture & Advertising, Paris, 13k Employees, 80+ Countries – IT Dept.

**Project aDeasy:** Maintenance of the new IT systems deployed in JCDecaux's multiple international subsidiaries, following their delivery in production (in continuation of the previous experience).

- Assessment of the impacts of each change request across all maintained countries, writing of pre-specification documents, and prioritization of the requests with both functional and technical teams.
- Fulfillment of thorough testing of the new features and non-regression testing.
- Fulfillment of Live Support: Assessment and correction of data/settings related bugs (LDAP, SQL).
- Frequent lead of Project and Steering Committees, with the Board of Directors of the subsidiaries.
- Lead of user training and requirements assessment workshops abroad (Norway and Chile).

**Context:** Team of 8 people, Agile Methodology, Java EE Applications, Oracle Database.

#### Achievements:

- Gained the ability to rapidly analyze complex problematics across 4 inter-connected applications, giving clients a quick and reliable insight on change impacts, in order to anticipate and avoid them.
- Helped clients successfully implement several major changes on their systems.

Jan – Dec 2014  
(1 year)

JCDecaux

### Assistant IT Business Analyst & Technical Contributor

JCDecaux, Street Furniture & Advertising, Paris, 13k Employees, 80+ Countries – IT Dept.

**Project aDeasy:** Deployment of the IT system to manage JCDecaux France's advertisement business in the international branches of the company (4 countries in parallel).

- Introduction of the French system to the subsidiaries, and assessment of specific requirements.
- Recovery, assessment and transposition of massive data from the country's system to the new one.
- Development of a tool to automatically process data in massive Excel files (Java/Apache POI).
- Technical initialization and set up of the environment platforms (demo, test and production).
- Writing of methodological kits for the industrialization of the deployment processes.

**Context:** Team of 8 people, Agile Methodology, Java EE Applications, Oracle Database.

**Achievements:** Deployment of the new IT system in Spain, Chile, Kazakhstan and Norway.

Mar – Aug 2013  
(6 months)

Capgemini

### Test Automation Developer (Internship)

Capgemini, IT Services, Paris, 200k Employees, 40+ Countries – Telecom & Media Dept.

**Project M6:** Recast of the system to sell advertising spaces on a famous French TV channel.

- Automation and maintenance of tests on the applications of the system (Sahi/HP Quality Center).

**Context:** Team of 5 people, project of 70 people, V-Cycle methodology.

**Achievements:** Automation of 70 tests, for an economy of time of 30%.

Aug – Dec 2011  
(5 months)

ACTOAT

### Web Developer & Networking Technician (Internship)

ACTOAT, Mechanical Engineering, Paris, 50 Employees – IT Dept.

- Recast and modernization of the company's website, with integration of a job offers feature.
- Deployment and set up of the optical fiber network, in order to work remotely with an important client.

**Tools/Languages:** Drupal 6, PHP, CSS, PhpMyAdmin, FTP (FileZilla), routers and firewalls.

**Achievements:** Modernization of the company's website and network.

## EDUCATION

2008 – 2013  
(5 years)

ESILV  
LÉONARD DE VINCI

### Master's Degree in Engineering (certified by French government)

ESILV, College of Engineering, Paris – Specialization in IT

- Substantial teachings in Mathematics, Statistics and other scientific subjects.
- Miscellaneous individual or collective development projects (Java/Java EE, Android, C/C++/C#...).

## ADDITIONAL INFORMATION

### Languages



- **Native** French and Lebanese Arabic, **Fluent** English (890 at TOEIC)
- **Potential for quick improvement if practiced:** Spanish (Basic), Literary Arabic (Conversational)
- Distinguished writing skills in French and in English

### Hobbies



- Fond of travelling, cinema, politics and Chess
- Particular taste for Electric Guitar and Rock/Metal
- Occasional practice of various sports (Running, Swimming, Bodybuilding, Climbing, Fishing...)
- Provided upon request.

### References

