



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 an opportunity in Luxembourg, in a 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.

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).

SWORD
UPGRADE YOUR BUSINESS

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

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)

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)

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)

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.

Capgemini



EDUCATION

2008 – 2013
(5 years)

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, English **level C1** (890 at TOEIC, daily professional use)
- **Potential for quick improvement if practiced:** Spanish (A2), Literary Arabic (B2)
- 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...)

References



- Provided upon request.