



Frédéric KESTENER
Ingenierie et Developpement Informatique

PROFILE

Frédéric KESTENER

IT Senior Consultant

10 years of working experiences including 8 in IT

CONTACT

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CCH TeamMate



Statistical Data and Metadata eXchange



STRENGTHS

- Analysis and identification of client's needs and leading of client' project (MOA),
- Elaboration of specifications, the planning, documentations and the training plans
- Organisation of users' support with measurement of service level agreement,
- Development of the software and deployment according the architecture,
- Experiences in the public sector and in the private sectors in tense stream,
- Experiences in international banking sector and for a major industrial company,
- Capacity in communication and in client relationship management.
- Knowledge of the sectors of audiovisual, data transmissions and audit
- Good aptitude for teamwork and high degree of autonomy.
- Dynamic and engaged human contact.
- Trilingual. (Daily work in English since three years)

TONGUES

LANGUAGE	LEVEL	EUROPEAN GRADE
FRENCH	■■■■■	C2
ENGLISH	■■■■□	B2
GERMAN	■■■□□	A2

LEVELS : ■□□□ - BASES ; ■■■□□ - FLUENT ; ■■■■□ - BILINGUAL ; ■■■■■ - MOTHER TONGUE

DEVELOPMENT

COMPETENCES	DÉSIGNATION	LEVEL	NB YEARS	LAST USE
LANGUAGES	Java	■■■■□	6 years	2011
	PHP	■■□□	4 years	2011
	JavaScript, ECMAScript	■■■■□	6 years	2010
	XHTML, HTML, CSS	■■■■□	6 years	2012
	XML, XSL	■■■■□	6 years	2012
	XSLT	■■□□	2 years	2011
	ASP, VB	■■■■□	1 year	2011
	C, C++	■■□□	1 year	2007
	Pascal – Procedural pro	■■□□	1 year	2006
	SQL	■■■■□	5 years	2011
	PL / SQL - DQL	■■□□	1 year	2006
WEB SERVER	Axis / WSDL	■■□□	1 year	2008
	Apache	■■■■□	5 years	2010
	IIS	■■□□	1 year	2011
APPLICATIONS SERVERS	IBM Websphère	■■■■□	3 years	2010
	BEA Weblogic	■■□□	1 year	2008
	JBoss	■■□□	1 year	2007
	Tomcat / Tomcat 6 +	■■□□	4 years	2008
	CITRIX	■■■■□	1 year	2012
DATABASES	Oracle	■■□□	3 years	2008
	SQL Server	■■□□	1 year	2011
	MySQL	■■■■□	3 years	2007
	HSQL	■■□□	1 year	2007
	PostgreSQL	■■□□	1 year	2004
	Ms Office Access	■■■■□	4 years	2012
DESIGN	UML / OOAD	■■■■□	4 years	2011
IDE	Merise	■■□□	2 years	2008
	Eclipse	■■■■□	6 years	2011
	WSAD, RAD	■■■■□	2 years	2008
	NetBeans / Java Studio	■■□□	1 year	2007
FRAMEWORKS	J2EE	■■■■□	5 years	2010
	Struts / Servlets / JSP	■■■■□	4 year	2010
	Spring	■■■■□	3 year	2010
	Cocoon	■■□□	1 year	2008
	Ajax	■■□□	2 year	2010
	Hibernate	■■□□	1 year	2006
OPERATING SYSTEMS	Windows Wks	■■■■□	10 years	2008
	Windows Server	■■□□	5 years	2010
	Linux	■■■■□	4 years	2009
	Unix Solaris	■■□□	1 year	2008
	MS-DOS / DOS SHELL	■■□□	4 years	2010

LEVELS: ■□□□ - SCHOOL; ■■■□□ - BASIC; ■■■■□ - CONFIRMED ■■■■■ - EXPERT

SUPPORT

DOMAINS	COMPETENCES
USERS HELPDESK	Organisation of support level 1 and 2 with international audience and time zones.
	Measurement of quality of support and defining a Service Level Agreement.
	Sorting out the recurrent support issues and building a standard answer to provide
	Identify the blocking points and defining solution and advices for management.
	Adapting the given answer to the own experience and to the language of an user
	Writing automation procedure to facilitate the recurrent issues / migration (scripting)
	Editing and Writing of documentation and resources according a public or a function
	Collecting, Dispatching information between support services and management.
TRAINING	Elaborate a plan of training according management requirement and users needs
	Teaching, Assisting trainees to help them going ahead and improve their knowledge.
SOFTWARE DEPLOYMENT	Writing a Batch Script to automating and deploying softwares according a plan
	Definition and Control of services deployment under a Citrix / Remote Server
CHANGE MANAGEMENT	Update E-Learning contents and documents through a Sharepoint / Website Portal
	Preparing users by advising working procedures in adequation with next release
	Organizing Meetings / Conference / Call, Reporting Minutes and Management notes
	Detecting conflicts and Helping to provide adapted procedure for change acceptation

NETWORKS

DOMAINS	COMPETENCES
INFORMATIC	Working under a virtualization environment like Citrix, Terminal Server, Sun Oracle
	Using tools to control remote session with user / server and adapting methodology
	Analysing IP Configuration and Routing tables for a request (ICMP, IGMP ...).
	Management of terminals and workstations maintenance in an Ethernet infrastructure.
	Addressing and Routing according to a topology (TCP/IP – Ethernet - WLAN).
	Configuration of the networks services (HTTP, FTP, DNS, Mails, Servers...).
	Management of data's according redundancy policy (RAID, SAN, and NAS...)
	Monitoring of the Backup system (Legato Networker). Maintenance of tapes' robot.
	Monitoring of the network's working charges and of resources (computer) availability.
AUDIO-VISUAL	Scanning, Encoding, Conversion and Compression of the audiovisuals flows.
	Transport and Management of video flow availability in high or less frequency.
TELEPHONY	Simple management of a switch coupled with a distributed lines bay.

OTHERS

DOMAINS	COMPETENCES
AUDIT HELPDESK	Management of Audit Projects according phases and risk management plan.

PROJET	INTERNAL ASSURANCE CORPORATE SUPPORT			
PERIOD	January 2011	Today	COMPANY	SOGETI
DOMAIN/CLIENT	ARCELORMITTAL SA – LUXEMBOURG			
OBJECTIVE	Leading IT Support for Internal Assurance department (Auditors) over the world.			
SOLUTION	Administration of support actions around TEAMMATE, a market software main solution edited by Wolterskluwer. www.arclogics.com/TeamMate_Home.aspx			
ACTIVITIES	<ul style="list-style-type: none"> • Organisation of daily support with users in 30 countries and according 13 time zones. Registering, Evaluation and Dispatching of requests and Treatment. • Administration of Teammate modules • Management of all corporate distribution lists and of SharePoint portal. • Assistance of management to define their needs and integrate all IT solutions. • Assistance of local teams and local ITs to build an standard environment • Driving a major software migration to the new release and manage problems 			
ENVIRONNEMENTS	Teammate R8/R9; Citrix; GoToAssist, MSOffice, XML, SQLServer, IIS, Batch.			
PROFITS	Leading a support project in tense stream for this industrial worldwide actor.			
ROLE	IT Support Leader, Business Analyst.			

PROJET	SDMX-GESMES SUPPORT FOR DATA TRANSMISSIONS			
PERIOD	May 2009	December 2010	COMPANY	SOGETI
DOMAIN/CLIENT	EUROSTAT / EUROPEAN COMMISSION (B5)			
OBJECTIVE	Leading IT Support dedicated to the transmission of multidimensional data			
SOLUTION	Providing a support dedicated to GESMES and SDMX Data Transmissions			
ACTIVITIES	<ul style="list-style-type: none"> • Organisation of daily support with users in 31 countries (EFTA) or institutions. • Correction of Gesmes / SDMX messages coming in or sending out Eurostat. • Maintenance of conversion tools and Improvement of methodology • Maintenance of the reference' codes in Metadatabase in different format. • Maintenance of the support database and redaction of Monthly Reports • Organisation of meeting with the responsible Eurostat Unit (B5) and Reporting • Development and Tests. Written and maintenance of documentations. 			
ENVIRONNEMENTS	GENEDI; Metadata Tech., SDMX Converter, MS Access, Cygwin.			
PROFITS	Leading a support project in tense stream in the public sector			
ROLE	IT Support Leader, Analyst.			

PROJET	IPMS – INFORMATION OF PRINTING MANAGEMENT SYSTEM			
PERIOD	January 2009	June 2009	COMPANY	SOGETI
DOMAIN/CLIENT	EUROPEAN PARLIAMENT			
OBJECTIVE	Analyzing and designing the application IPMS - Preparateur			
SOLUTION	IPMS Preparateur is software to convert in PDF serials of documents.			
ACTIVITIES	<ul style="list-style-type: none"> • Redaction of software specifications from MOA notices. • Analyse of PDF Standard and its different implementation. • Design of User Cases, Sequence Diagram and Diagram classes • Analyse of ADLIB specification and design of server bridges and tests. • Organisation of meeting with client and update according an iterative process. 			
ENVIRONNEMENTS	UML, XML, XSD, XSLT, MS Office, Java, ADLIB Server, Eclipse, ArgoUML.			
PROFITS	Software conception in a institutional project increasing 1500 man/day			
ROLE	Analyst			

PROJET	DEVELOPMENT OF WEB-APP TAKING IN REGISTERING PROCEDURES			
PERIOD	August 2008	December 2008	COMPANY	SOGETI
DOMAIN/CLIENT	MINISTRY OF MIDDLES CLASSES OF LUXEMBOURG			
OBJECTIVE	Implementation of a Java Struts WebApp interface with a Mainframe Server			
SOLUTION	A CMS application to manage the authorization of establishment			
ACTIVITIES	<ul style="list-style-type: none"> • Completion of the development team during a charged implementation phase 			
ENVIRONMENTS	Java; Struts, JMS, MQ series , Hibernate, Eclipse,			
PROFITS	Development of a java application			
ROLE	Analyst Programmer J2EE			

PROJET	DEVELOPMENT OF A FINANCIAL APPLICATION OF PORTFOLIOS MNGT.			
PERIOD	September 2007	June 2008	COMPANY	APTELIA
DOMAIN/CLIENT	ODYSSEY FINANCIAL TECHNOLOGIES			
OBJECTIVE	Customization of an application portfolio management in real time for large accounts of the international financial place.			
SOLUTION	Development de OCS / 'Triple' A depending of client specifications.			
ACTIVITIES	<ul style="list-style-type: none"> • Development Java / XML under the Cocoon framework and Web services. • Maintenance of existing sources and development of new functionalities. • Writing user documentation and technical notices. 			
TOOLS / ENVIRONMENTS	Java, J2EE, COCOON, AXIS, TOMCAT, HTML, Ajax, JavaScript, Css, XML, XSLT, XSD, IBM WEBSPÈRE (RAD6-WSAD) / BEA WEBLOGIC / ECLIPSE.			
PROFITS	J2EE development at an editor of financial software in tense stream.			
ROLE	Analyst Programmer J2EE, XML			

PROJET	CONCEPTION OF A CMS (CONTENT MANAGEMENT SYSTEM)			
PERIOD	March 2007	August 2007	COMPANY	APTELIA
DOMAIN/CLIENT	FORTIS BANQUE LUXEMBOURG			
OBJECTIVE	Develop et maintenir un CMS in a secured bank environment.			
SOLUTION	Development of MIPS (CMS) according to a delivery planning.			
ACTIVITIES	<ul style="list-style-type: none"> • Development of an internal web application in web portals of Fortis Group. • Maintenance of existing source and development of new functionalities. • Support to contributors (internal client) in different country of UE. 			
ENVIRONMENTS	Java / J2EE / STRUTS / Velocity ; HTML, Ajax, JavaScript, CSS, XML, SQL, DQL (DOCUMENTUM), IBM WEBSPÈRE (WSAD) / ORACLE / RSA (Framework Fortis)			
PROFITS	Development of a J2EE application in a secured e-banking environment.			
ROLE	Analyst Programmer			

PROJET	DEVELOPMENT OF A PROGRAM OF STATISTIC VALIDATION			
PERIOD	September 2006	February 2007	COMPANY	APTELIA
DOMAIN/CLIENT	EUROSTAT / INTRASOFT			
OBJECTIVE	To Develop software dedicated to the validation of UE external trade data's.			
SOLUTION	XTNET-EDIT, Java prototype for the compilation and execution of procedures.			
ACTIVITIES	<ul style="list-style-type: none"> • Analyse of the existing application (SAS) and definitions of needs. • Modelling and architecture. Development, Tests. Conception of tests cases. • Redactions of user documentation and control of quality reports. 			
ENVIRONMENTS	Java, J2EE, XML, SQL, PASCAL, HSQL, Oracle, Eclipse, UML, Visio			
PROFITS	Development of a statistic' application in an institutional environment.			
ROLE	Analyst Programmer			

PROJET	DEVELOPPEMENT OF SHENGEN II NATIONAL PROJECT			
PERIOD	May 2006	September 2006	COMPANY	APTELIA
DOMAIN/CLIENT	POLICE GRAND DUCAL OF LUXEMBOURG			
OBJECTIVE	Development of an exchange information's system between European polices			
SOLUTION	Development Java of business third for the messages treatment.			
ACTIVITIES	<ul style="list-style-type: none"> • To analyze the legal specifications compared to the central system data's. • To extract XML files from B2B exchange according to the type of operation. • To develop on a spring context and to manage the injected objects. • To implement through abstract layers and build the DTO bound for Hibernate. • To write the unit tests case and the integration scenarios (JUnit / DBUnit). • To develop a prototype of the Human-Machine Interfaces (IHM). 			
ENVIRONMENTS	Java / J2EE (EJB, JMS, MDB), XML / XSD / Html, JavaScript, Spring (IOC, POA), IBM Webspère, My Eclipse; Hibernate (ORM), Oracle, JUnit / DBUnit.			
PROFITS	J2EE Development in teamwork in an UE context with a high level of exigencies.			
ROLE	Analyst Programmer J2EE			

PROJET	OPERATOR OF PRODUCTION			
PERIOD	January 2006	March 2006	COMPANY	HALLIAN
DOMAIN/CLIENT	EUROPEAN BANK OF INVESTMENT (EIB) IN LUXEMBOURG			
OBJECTIVE	Monitoring of the information system in this international banking institution.			
ACTIVITIES	<ul style="list-style-type: none"> • Monitoring of all process, applications and Datacenter rooms. • Backup Management and data's upload monitoring between technical sites. • Checking the availability of networks and connexions between offices. • Checking the execution and application of the Business Continuity Policy. • Daily production of the accounting and monitoring of SLA Level. 			
ENVIRONMENTS	UNIX Solaris, Windows, Sun Serengeti; SWIFT, LEGATO Networker (Backup), Autosys, Centauri / Patrol / Nagios; Raritan, Netsight, Oracle, Sybase, MYSQL, Business Object / Tomcat. ; PHP, HTML, JAVASCRIPT, CSS.			
PROFITS	Technical knowledge of one of the main banking information system.			

PROJET	DEVELOPMENT OF ONE SALES MANAGEMENT APPLICATION.			
PERIOD	April 2005	November 2005	COMPANY	HALLIAN
DOMAIN/CLIENT	SUN MICROSYSTEMS IN LUXEMBOURG			
OBJECTIVE	To develop an application of sales management in Northern Europe.			
SOLUTION	Development Java of a business application and a web interface.			
ACTIVITIES	<ul style="list-style-type: none"> • Analyze and design of data model, architecture and navigation. • Development of a 3 third layer in Java (EJB + DAO, JSP, Servlet). • Redaction of user's documentation and technical notices. 			
ENVIRONMENTS	Eclipse, Java Studio Creator, JBoss, Sun One, MySQL, EJB, DAO, XML, Sybase PowerAMC, Merise, UML, Linux / Solaris (Sunray)			
PROFITS	Analyze conception et development of one N third J2EE application.			
ROLE	Trainee			

PROJET	DEVELOPMENT OF A PROGRAM FOR CINEMAS PLANNING MNGT.	
PERIOD	October 2003	June 2004
DOMAIN/CLIENT	PLAN NET LUXEMBOURG	
OBJECTIVE	Development of an application to manage a cinema's network planning.	
SOLUTION	Development of one J2EE application based on one existing system.	
ENVIRONMENTS	Java, J2EE (Pattern MVC, EJB Session, DAO), XML, Eclipse, Visual Studio JBoss, Jetty, Apache, PostgreSQL, Access, Merise, UML.	
PROFITS	Analyze and development of one application J2EE N Tiers.	
ROLE	Trainee	

EXPERIENCES	MANAGEMENT OF VIDEO NETWORKS AUDIO-VISUAL EXPLOITATION	
PERIOD	2001	2003
SECTEURS	NANCY – BESANCON – PARIS	
DOMAINE	Technical management of audiovisual and informatics networks.	
CONTRACTS	<ul style="list-style-type: none"> • Audiovisual and informatics technical for GMS in Paris. • Audiovisual and informatics technical for Cyber-Easy Group in Paris. • Technical management of a conference centers in Hotel Dolce (4N) a Paris. 	
ROLE	Technical Audiovisual et Informatics.	

EXPERIENCES	AUDIO-VISUAL TECHNICAL IN BROADCAST PRODUCTION	
PERIOD	1999	2001
DOMAIN/CLIENT	LORRAINE – LUXEMBOURG.	
DOMAINE	Broadcast production for TV, institutional movies and local community.	
CONTRACTS	<ul style="list-style-type: none"> • Video Editor for Franche-Comté Audiovisual in Besancon (F-25). • In Charge of development of new technologies for the city of Laxou. • Video Editor – Journalist for local's televisions in the cole country of Moselle. 	
ROLE	Audiovisual et Informatics technical.	

TRAINING COURSES AND STUDIES

Professional In-service training

2012	Training Teammate – WoltersKluwer Users Forum – Orlando (FL) - USA
2010 - 2011	4 Extensive English Trainings at Prolingua Institute in Luxembourg
2008	Training UML and OOAD Modeling (80H) - Luxembourg
2004	Professional diploma by French ministerial approval. [12 months] Training center AFPA in Amiens (Picardie) (Agrément Ministériel Français).
2001	Training video editing on virtual system with Sony ES-3 (70H)
2000	Training video editing on virtual system with AVID Media Composer (70H).

Initial studies

1999	Degree of cinematographic and audio-visual studies (Master level). University. P. Verlaine - Metz (Faculty of Letters, Arts and Human Sciences).
1996	Baccalaureate in sciences & industrial technology, electronic engineering. Technical High School (Lycée) de la Briquerie à Thionville / Lorraine.