**MR François Nicolas LABLANCHE**

## 26, Emile Basset St, Sainte-Croix, Port-Louis| 52516717 | [francoislablanche@icloud.com](mailto:francoislablanche@icloud.com)

**CAREER OBJECTIVE**

My goal is to become a respected professional in the field of Information Technology. Outside of my professional work, I would like to complete any other qualification that would enhance my technical and critical-thinking capabilities.

**CORE EDUCATION**

*Axelos People Cert, United States* **2024**

**ITIL V4 IT Service Management**

*ISACA, United States* **2023**

**CISM Certified Information Security Manager**

*FRCI, Mauritius* **2019**

**Microsoft MCSA Windows server 2016**

*University of Technology, Mauritius* **2017**

**Master of Science Enterprise Security and Digital Forensic**

*FRCI* **2017**

**PMP Project Management Professional (Training)**

*University of Greenwich, United Kingdom* **2013**

**BSc Business Information Technology**

*University of Mauritius* **2010**

**CCNA: Routing Protocols and Concept**

*University of Mauritius* **2010**

**CCNA: Network Fundamentals**

*Ncc Education, United Kingdom Ofqual* **2009**

**International Advanced Diploma in Computer Studies**

*Ncc Education, United Kingdom Ofqual* **2008**

**Diploma in Computer Studies**

*DELL Certified System Expert* **2008**

**Foundation Portables 2008**

*DELL Certified System Expert* **2008**

**Associate Server V10.0**

*DELL Certified System Expert* **2008**

**Enterprise Service Force Level 1 Version 4.0**

*DELL Certified System Expert*  **2008**

**Foundation Desktop 2008**

*Harel Mallac Training Institute* **2007**

**Dynamic Customer care**

*Harel Mallac Training Institute* **2005**

**Network +**

*Harel Mallac Training Institute* **2005**

**A+ Hardware & Software**

*Harel Mallac Training Institute* **2004**

**Pc Assembly & Configuration**

*Cambridge International Examinations, Mauritius* **2003**

Subjects: Economics, French, French Literature, English Language, Principles of Accounts

**Area of Expertise**

*System Administration Access Control system Troubleshooting*

*Active Directory Group Policy Networking*

*TCP/IP Security Windows Server*

*Project Implementation Polycom Video Conference IT Audit*

*Idactis Symantec server Wireless Network*

*Microsoft Exchange Symantec Backup Vocalcom*

*Avaya VPN Team Leadership*

*Computer Hardware Windows 10/ 11 Team Building*

*Problem Solving Microsoft Office Fortinet*

*Strategic Planning EDR Project*

*Team Management Customer Service Planning*

*IT Service Management Coordination Citrix*

*Information Technology Business Development Critical Infrastructure*

*Lotus Notes SQL server 2022 As400*

**EMPLOYMENT EXPERIENCE**

*Gs INFORMATIQUE LTD*

***Trainee IT Technician 1 August 2004- 8 August 2005***

* *Assembly & Disassemble of Pcs*
* *Diagnostic and Troubleshooting*
* *Servicing on Pcs and Printers*
* *Installation and Configuration of Software*
* *Networking Basic*
* *Installation of Peripherals*
* *On-site Client Intervention*
* *Helped maintain the software and hardware of Rogers computer systems*

*HAREL MALLAC TECHNOLOGIES LTD*

***Senior Technician Implementation and Support 1 Sep 2005- 9 Jan 2015***

* *Coordinates activities by Scheduling work assignments and setting priorities and directing work of Subordinates employment*
* *Provide Support and assistance to Technician in day to day task installation implementation configuration troubleshooting upgrading and repair both hardware and software.*
* *On-site client intervention (servers, hardware, software, Pc, Laptops, BDE, LBO etcc..)*
* *Experience of Lotus Notes, As/400, Sage, Sicorax, Ms-office, Windows Server 2003/ Server 2008 / Xp/ 8/ 7 /10.*
* *Familiarity and Technical working Experience skills on brand Equipments Dell, IBM, HP, Acer, Lenovo in respect of PC/ Laptops/ Servers/ Printers/ Projectors/ Scanners.*
* *Evaluates and verifies employee performance through review of completed work assignment and work techniques efficiently*
* *Experience in customer facing, communication and rapport building skills*
* *Perform regular Backup at client site.*
* *Perform regular check on-site through Maintenance Contract of client verifying servers / Printers / Network in terms of Connectivity equipment and CRC and advise client.*
* *Prepares written assignments requested by Technology HOD (e.g reports, memos, letters, mail etc...) for the purpose of documenting activities, providing written reference and or conveying information.*
* *Participate in several projects by providing technical support needs for clients such as (new infrastructure for the local Government of Mauritius, Migration of new system for one of the biggest Bank of Mauritius SBM and also migration at Mauritius Telecom project / Financial Service Commission Project / Winners Pos System.*
* *Assist System Engineers in the Implementation of Major projects, consisting of upgrading, installation, testing Lboss, BDE and LBO. Backup database, install SQL server R2 and Manage and also perform in copy of archiving process of journal folder. As well installation and configuration of windows server, installation and configuration of endpoint antivirus.*

*OUTREMER TELECOM LTEE*

***IT implementation & support 12 JAN 2015 – 1 MAY 2016***

* *Implementation and support to End-user day to day intervention (department Management, Finance , General service, Call Centre, HR, operation , Marketing etc..)*
* *Hardware & software implementation diagnostic and troubleshooting*
* *Configuration of network domain and IP configuration and parameters*
* *Distance software support through Dame Ware and Rdp.*
* *Implement and ensure the availability of all physical equipment in terms of servers printers end-user desktop and automates and logical resources such as software, disk space performance useful for the good functioning of system of the production and exploitation informatics and telecoms of the company*
* *Monitoring of the good functioning of the different system and network by respecting the methodology apply in terms norms and security*
* *To follow action plan maintaining and preventive identification of faults and recurrent events.*
* *Maintaining all IT equipment in good working condition.*

***Team Leader IT 1 MAY 2016 – 1 DEC 2016***

* *Diagnostic and treat Incidents day to day operation through Glpi ticketing*
* *Assure Management (coaching, follow-up, and training) of Team of Technicians in respect of specification defined by the operation department through a good working environment.*
* *Provide a daily reporting of all the technical activity aspect to the hierarchy.*
* *Ensure that the technical objectives quantitative and qualitative in terms of quality of service is respected.*
* *Perform regular meeting with team so as to make a surrounding of the different issues and axes to improve.*
* *Make regular follow up on the number of technical problems occurring so as to provide the end-user with a good productive environment thus very beneficial for the company.*
* *Participate in projects such as migration of new vocalcom system, new call center activity such as SRR and SFR. Providing technical support in business development such as construction of a new call center ( support in terms of networking interconnecting network equipment’s, servers SAN / servers / core switches / Vlans / implementation of polycom equipment’s/ patch panels switches / Pcs etc..*
* *Coaching team and showing how to proceed technically by respecting norms and procedures.*

***IT Manager (Phoenix / Ebene) 1 JAN 2017 – 31 OCT 2018***

* *To ensure organization coordination and development of information Technology while managing and respecting SLA contracted by the society of the group and KPI.*
* *Manage and accompany the team Informatics*
* *Establish a good and trust relationship with providers clients and Users*
* *Provide regular reporting to the director*
* *Manage Symantec server of the site by verify if no intrusion and also perform remote push to new clients.*
* *Manage ACR Avaya contact recorder server (adding new parameters for the ACR , managing User)*
* *Manage Active Directory of the site (group policy / GPO / access rights etc...)*
* *Maintain the site uptime in terms of technical aspects for 1500 employees.*
* *Security implementation (Vlans / Port-security/ access control etcc...)*
* *Weekly Meeting with the Board of management (Technical aspects and operational and managerial activities)*
* *Make daily Monitoring of the network traffic through the use of PRTG and Centreon*
* *Maintain the CCTV camera of the site and perform regular checkup.*
* *Make regular Audit of the IT equipment’s*
* *Perform regular checkup of the Server availability of SAN disk / UPS / server environment.*
* *Implementation and support to End-user day to day intervention*
* *Monitoring of the good functioning of the different system and network by respecting the methodology apply in terms norms and security*
* *Provide Training to user and have developed a guidelines for new user how to use specific tools provided by the Company.*
* *Provide Training to IT team in terms of new implementation e.g creating network script to add network route / how to apply GPO for end-user clients / how to use flux equipment to identify a specific port or network issue.*
* *Manage Wireless access point for the site (monitoring and authorizing only trusted MAC address)*
* *As the Company keeps moving regular new configuration and parameters is a must in terms of new application or network route provided by clients (clarify, new Vlans , DLL file , routed network sharing disk) , thus analyzing and showing to IT tech how to*

*Perform.*

* *Managing of several IT projects (Domain/ new routing network / new telephony)*

*INTELCIA LTD*

***Responsable support aux utilisateurs (Phoenix) 1 NOV 2018 – Onwards***

* *To ensure organization coordination and development of information Technology while managing and respecting SLA contracted by the society of the group and KPI.*
* *Manage and accompany the team Informatics*
* *Establish a good and trust relationship with providers clients and Users*
* *Provide regular reporting to the director*
* *Manage Symantec server of the site by verify if no intrusion and also perform remote push to new clients.*
* *Manage ACR Avaya contact recorder server (adding new parameters for the ACR , managing User)*
* *Manage Active Directory of the site (group policy / GPO / access rights etc...)*
* *Maintain the site uptime in terms of technical aspects for 1500 employees.*
* *Security implementation (Vlans / Port-security/ access control etcc...)*
* *Weekly Meeting with the Board of management (Technical aspects and operational and managerial activities)*
* *Make daily Monitoring of the network traffic through the use of PRTG/ Centreon/ Solarwind*
* *Maintain the CCTV camera of the site and perform regular checkup.*
* *Make regular Audit of the IT equipment’s*
* *Perform regular checkup of the Server availability of SAN disk / UPS / server environment.*
* *Implementation and support to End-user day to day intervention*
* *Monitoring of the good functioning of the different system and network by respecting the methodology apply in terms norms and security*
* *Provide Training to user and have developed a guidelines for new user how to use specific tools provided by the Company.*
* *Provide Training to IT team in terms of new implementation e.g creating network script to add network route / how to apply GPO for end-user clients / how to use flux equipment to identify a specific port or network issue.*
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* *As the Company keeps moving regular new configuration and parameters is a must in terms of new application or network route provided by clients (clarify, new Vlans , DLL file , routed network sharing disk) , thus analyzing and showing to IT tech how to*

*Perform.*

* *Managing of several IT projects (Domain/ new routing network / new telephony)*
* *Put in place work from for nine hundred collaborators in view actual situation*

**EXTRA-CURRICULAR**

*S.C.O.P.E, Education Promotion NGO, Mauritius* **2008**

**Field Worker and Member**

*La Cure Sylvester* **2008**

**Player Defender**

*Foyer Père Laval* ***2012***

***IT support (providing technical support in the computer room)***

***Referees;***

Mr. Gilbert Dabysing, **Technical Manager** EIS Rogers Mauritius**;** [**gilbert.dabysing@rogers.mu**](mailto:gilbert.dabysing@rogers.mu).

Mr. Shailen Moorba, **Implementation and Support Manager** Harel Mallac Technologies Ltd; [**Shailen.moorba@hmtechnologyarm.mu**](mailto:Shailen.moorba@hmtechnologyarm.mu)

DR. Didier Rosine, **Director of IT & Network Operations at Group Outremer Telecom /AlticeBlue 2 /SFR Caraibes;** Outremer TelecomLtee; [**d.rosine@outremer-telecom.fr**](mailto:d.rosine@outremer-telecom.fr)

Mob: **57281871**

MR. Ashvind Appayya **General Manager** 2PACE Mauritius Mob: **54955917 / 57397505**

**Msc Project with distinction (A);**

**Title:** Green IT Computing Technology – New Horizon of Energy Savings Efficiency and E-waste Minimization secure Avob Solution for a Call Centre.